



BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA

**FILED**

06/09/21  
04:58 PM

**C2106002**

Edmund R. Loccisano,

Complainant,

vs.

Pacific Bell d/b/a AT&T California (U1001C);  
SBC Long Distance, LLC d/b/a AT&T Long  
Distance (U5800C); And Time Warner Cable  
Information Services (California), LLC  
(U6874C),

Defendants.

ECP Case (C.) \_\_\_\_\_

Expedited Complaint  
(Rule 4.6)

COMPLAINANT	DEFENDANTS
Edmund R. Loccisano 4724 Forman Avenue Toluca Lake, CA 91602 T: 818 425 8520 E: <a href="mailto:loulocc@twc.com">loulocc@twc.com</a>	Pacific Bell d/b/a AT&T California (U1001C); And SBC Long Distance, LLC d/b/a AT&T Long Distance (U5800C) Attn: Mark Berry, Director-Regulatory Affairs 430 Bush Street, 5 <sup>th</sup> Floor San Francisco CA 94108 T: 415-417-5018 E-mail 1: <a href="mailto:mark.berry@att.com">mark.berry@att.com</a> E-mail 2: <a href="mailto:att-regulatory-ca@att.com">att-regulatory-ca@att.com</a>
	Time Warner Cable Information Services (California), LLC (U6874C) Attn: Betty Sanders, VP Telephone Regulatory 12405 Powerscourt Drive ST. Louis, MO 63131 T: 314-394-9876 E-mail: <a href="mailto:DL-CPUCNotices@charter.com">DL-CPUCNotices@charter.com</a>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

*Edmund R. Loccisano*

COMPLAINANT(S)

vs.

(B)

*AT&T*  
*Spectrum*

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES

☐ NO

Has staff responded to your complaint?

☒ YES

☐ NO

Did you appeal to the Consumer Affairs Manager?

☒ YES

☐ NO

Do you have money on deposit with the Commission?

☐ YES

☒ NO

Amount \$ \_\_\_\_\_

Is your service now disconnected?

☒ YES

☐ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
<i>Edmund R. Loccisano</i>	<i>4724 Forman Ave / Toluca Lake, CA 91602-1619</i>	<i>(818) 769-3444</i> <i>(818) 425-8520</i>

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
<i>AT&amp;T</i>	<i>P.O. Box 5025 / Carol Stream, IL 60197-5025</i>	<i>800-288-2020</i>
<i>Spectrum</i>	<i>P.O. Box 60074 / City of Industry, CA 91716-0074</i>	<i>855-707-7328</i>

**(F)**

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

PLEASE SEE ATTACHED

**(G) Scoping Memo Information (Rule 4.2(a))**

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☒ YES ☐ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

PLEASE SEE ATTACHED.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	N/A
Hearing (Example: 7/1/09)	N/A

Explain here if you propose a schedule different from the above guidelines.

N/A

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

PLEASE See ATTACHED

(I)

**OPTIONAL:** I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

LOU LOEC@TWC.COM

(J)

Dated Los Angeles, California, this 25 day of MAY, 2021  
(City) (date) (month) (year)

  
Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)



**(K)****REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	N/A
Address:	
Telephone Number:	
E-mail:	
Signature	

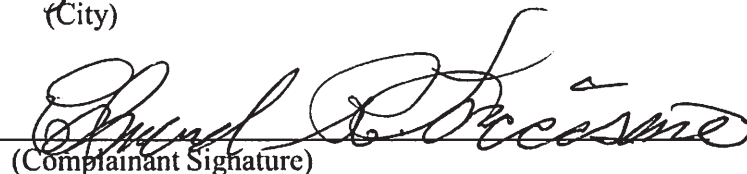
**VERIFICATION**  
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

**(L)**

Executed on MAY 25, 2021, at Los Angeles, California  
(date) (City)

  
(Complainant Signature)

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**VERIFICATION**  
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

**(M)**

Executed on \_\_\_\_\_, at \_\_\_\_\_, California  
(date) (City)

---

Signature of Officer

---

Title

**(N) NUMBER OF COPIES NEEDED FOR FILING:**

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

**(O)** Mail paper copies to: California Public Utilities Commission  
Attn: Docket Office

505 Van Ness Avenue, Room 2001  
San Francisco, CA 94102

### PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

MAY 25, 2021

Date

Edmund R. Loccisano

Print your name

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8. ATT phone bills: From July 17, 2020 through February 12, 2021
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11. Informal Hearing: CPUC's ruling
12. Informal Hearing: Our Appeal to CPUC
13. Informal Hearing: CPUC Appeals ruling

**F: Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)**

On July 22, 2020, my son Louis and I called and spoke with Spectrum in order to transfer two of our home land lines ((818)763-4010 and (818)769-3444) from AT&T to Spectrum to take advantage of their much lower international calling rates, especially to Mexico, since our prior bill with ATT was very high. One phone line, (818)763-9329, was to remain with AT&T. (While on the phone with Spectrum representative Moses, he suggested that we transfer these 2 land lines to my son Louis' existing Spectrum Account, which was Account 8448200188133994, so this is what we agreed to).

That same day, Spectrum sent us a "Change of Service Confirmation" email to confirm our phone call of that day and the changes that had taken place. A copy of this email is attached.

In addition, on July 23, 2020, one day later, AT&T sent an "Order Confirmation" confirming that lines (818)763-4010 and (818)769-3444 were removed. The letter advised us to call if there were "any discrepancies". Of course, given that the letter was correct, we did not call. A copy of this letter is also attached.

Thereafter, the phone lines continued to operate normally, and we continued to use our phones as normal, including multiple international calls to Mexico. We relied on both the Spectrum email Change of Service Confirmation, as well as the AT&T Order Confirmation letter, to ensure that both companies had done what they confirmed and that AT&T lines had been transferred over to Spectrum successfully. So obviously we thought we were set.

About 3 months later, on October 9, 2020, we checked our Spectrum and ATT bills for the first time since July, and was shocked to see that we were "double billed" by both ATT and Spectrum, for the 2 phone numbers that had supposedly been transferred over to Spectrum.

My son Louis immediately called Spectrum to shed light on the situation, and here are details of that conversation, also taking place on October 9th:

Louis talked with Vincent from the Spectrum "Provisioning and Activation Department" and he explained what happened: Vincent explained to Louis that on or about July 22, when we talked with Spectrum's Representative Moses to arrange the transfer of the 2 phone numbers in question, it turns out that Moses never "keyed in" and finished the order and that it never went through, so the transfer of both phone #s never took place; and furthermore, this means that ATT never got "port request" from Spectrum. Because the order was started by Moses that day, but never finished, Spectrum automatically defaulted by giving us 2 new default phone #s: 747-203-8246 and (818)821-3106 that appeared on the September 17, 2020 bill. So Moses did the 1st part but never finished the order. Vincent also attempted on this date to transfer my dad and mom's phone #s over to Spectrum and gave me his personal phone # at work, so that I could call back on October 14<sup>th</sup>, to confirm the transfer went through to completion this time. Vincent's personal work phone #: 844-927-0891 ext. 6721557. Louis called Vincent back on October 14<sup>th</sup> and he confirmed my dad's landline—(818)769-3444-- had successfully transferred over to Spectrum, but he had to complete activation, and was having trouble getting my dad's number provisioned. He also once again attempted to transfer my mom's phone # over, since this did not succeed on October 9<sup>th</sup>. Vincent told us to call him back on October 16<sup>th</sup>. I once again called Vincent on October 16<sup>th</sup> but could not reach him, so I was transferred to the tech department. It appears that by October 15<sup>th</sup>, according to ATT's October 17, 2020 bill, that both my mom and dad's had finally been transferred successfully to Spectrum, at least according to the ATT representative I talked with. However, ATT seemed to bill us through the November 17<sup>th</sup> bill for these 2 phone numbers, which seems to me to be the charges for Long Distance, which is on a different billing cycle than local calls.

We do want to make note that both ATT and Spectrum were on auto pay with our Citibank account and we only review bills about quarterly; however, on October 12, 2020, we had Citibank put a stop payment on all ATT bills. ATT and

Spectrum billed us simultaneously for phone numbers (818)763-4010 and (818)769-3444 for the time period from approximately July 22, 2020 through October 15, 2020 (but this corresponded to the ATT bill of November 17, 2020, as Long Distance charges were carried forward). Although we were “double billed” for this time period, we were in contract with Spectrum, so they are the company whose charges we don’t dispute. Just to be clear, we have paid all Spectrum payments, which we are currently caught up on.

Regarding the ATT bills that we are contesting: As stated on the January 17, 2021 bill, ATT claims we owe them \$6,436.34, which corresponds to three phone numbers: The two phone numbers which we are contesting the charges of, and a third phone number, (818)763-9329, that that we never attempted to transfer to Spectrum, for which we agree we owe ATT. Here are more specifics: We did pay the July 17<sup>th</sup> and August 17<sup>th</sup> ATT bills through our bank’s auto pay, so we are asking for the portion of the bills pertaining to these 2 phone numbers be returned to us, in the amount of \$259.99. For the ATT September 17<sup>th</sup> through the November 17<sup>th</sup> bills, we are asking to expunge the charges pertaining to these 2 phone numbers, amounting to \$5928.40. However, regarding the (818) 763-9329 phone number, which we kept with ATT throughout this whole ordeal, we acknowledge that we owe charges from the September 1, 2020 bill through the January 17, 2021 bill, for this one phone number only (as on February 6, 2021, ATT disconnected this final phone number) and this amount that we owe ATT is \$426.06.

As a side note, the September 17, 2020 Spectrum bill, was a bit strange and could be a source of confusion: Spectrum was somehow mixed up and changed us for 2 strange and unrecognizable phone numbers for this month—(747)203-8246 and (818)821-3106--which supposedly Spectrum generated since they did not transfer the other phone numbers correctly from ATT (at least this was the explanation told to me when I called Spectrum up). For all other months in question, Spectrum billed the correct phone numbers—(818)769-4010 and (818)769-3444. Since we were in contract with Spectrum during this time, this was Spectrum’s error in not providing service for the correct phone numbers during that month and of course, we should not be held responsible.

We are attaching all ATT bills from July 17, 2020 through February 17, 2021 are enclosed for your reference, as well as all Spectrum bills for the same time period.

We are also attaching all the documents that pertained to the “Informal Hearing” with the CPUC, informal complaint # 522817. I don’t know how important this is, but we are attaching it for your reference. Attached are the following: 1) the letter written by our Attorney, Larry Ajalat, to ATT in November 2020, of which a copy was sent to the CPUC. 2) CPCU’s response/judgment letter, dated January 28, 2021; 3) My February 11, 2021 appeal letter to the CPUC “Request to Consider New Evidence” (with which I included the August 17, October 17, November 17 ATT and Spectrum bills, as well as the “Change of Service Confirmation” emailed to me by Spectrum on July 22., 2020---all these documents are already included as attachments with this letter) ; the March 11, 2021 Appeals decision from the CPUC. I believe our lawyer possibly made a mistake by not including Spectrum in our grievance, and we including both ATT and Spectrum now and are giving a more complete account of all details here in this Formal Hearing.

In summary, either Spectrum or AT&T or both were negligent, as the transfer process of phone numbers (818)763-4010 and (818)769-3444 did not take place as confirmed and we were “double charged” for these two phone numbers. We ask that the negligent party---be it ATT or Spectrum---take responsibility for the charges from ATT that were wrongly charged to us. We hope that you can understand how tormenting it is to receive a bill this huge, when it should never have happened; and therefore, we trust that your honesty , understanding, and good judgment will bring justice to this situation, and we thank you in advance for your help in this matter.

**(4) The issues to be considered are:**

After my July 22, 2020 phone call to Spectrum to transfer land line phone numbers (818)763-4010 and (818)769-3444 over from ATT, I know that either Spectrum or AT&T or both were negligent, as these numbers were not transferred over properly. It appears to us as novices that Spectrum failed to convert the phone lines over, as they agreed to, although ATT might have also been the negligent party, but either way, we asking that the company that failed us be responsible for the bills. As a result of improper transfer, I was billed by both companies for these phone numbers simultaneously from approximately July 22, 2020 through October 15, 2020 (but this corresponded to the ATT bill going into November 17, 2020, as Long Distance calls were carried forward) and was being "double charged." The attached bills from both ATT and Spectrum will show the specifics. Although we were billed by both companies, we paid the Spectrum bills, because Spectrum was our new carrier. However, the charges by ATT amounting to \$5,928.40 for these 2 phone numbers (for the time period after the transfer was supposed to take place) do not apply and therefore it is not our responsibility. We are also asking ATT to reimburse the \$259.99 from the July 17<sup>th</sup> and August 17<sup>th</sup> bills which were taken out of auto pay for these two phone numbers. Regarding the portion of the ATT bills for \$426.06 pertaining to phone number (818)763-9329 for the time period covered by the September 1, 2020 bill through the January 17, 2021 bill, we do agree that we owe this amount to ATT, as this phone number did remain with ATT legitimately.

We are asking for the charges by ATT amounting to \$5,928.40 for these 2 phone numbers (818)763-4010 and (818)769-3444 presented on ATT bills between September 17, 2020 through November 17, 2020 be dropped. We are also asking ATT to reimburse the \$259.99 from the July 17<sup>th</sup> and August 17<sup>th</sup> bills which were taken out of auto pay for these two phone numbers. This is because from July 17, 2020 through November 17, 2020 we were “double billed” by both ATT and Spectrum simultaneously for these same two phone numbers but were under contract with Spectrum. Regarding the portion of the ATT bills between September 17, 2020 and January 17, 2021 for \$426.06 pertaining to phone number (818)763-9329, we do agree that we owe this amount to ATT, as this phone number did remain with ATT legitimately.



Louis Loccisano

From: Spectrum [Myaccount@spectrumemails.com]  
Sent: Wednesday, July 22, 2020 12:29 PM  
To: loulocc@twc.com  
Subject: Change of service confirmation

To view this email as a web page, go [here](#)

**Spectrum**

## Change of Service Confirmation

Dear LOUIS LOCCISANO,

Thank you for your recent Spectrum order.

Please review your order information.

Per your request, your services have been updated. For detailed information of the changes to your recurring monthly charges, one-time charges, and any other charges as may be applicable due to the service change, please review your next statement.

### Account Information

Account Number: 8448200188133994  
Order Number: 1001548404491123

### Service Address

4724 Forman Ave  
Toluca Lake CA 91602-1619

**Services:** Voice

## Summary of Your Charges

### NEW MONTHLY GRAND TOTAL

Monthly Charges	\$165.94
Estimated taxes, fees and charges	\$18.88
<b>Grand Total</b>	<b>\$184.82</b>

**\*NOTE:** The Grand Total above is an estimate of your new monthly charges, including your taxes and fees. Please see your statement for details concerning your services, monthly charges, one-time charges and any other charges as may be applicable, and important messages concerning your Spectrum account.

Thank you for choosing Spectrum,

Spectrum Support Team

*Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If we can be of further assistance, please visit [Spectrum Support](#).*

This email was sent to: [loulocc@twc.com](mailto:loulocc@twc.com)

If you received this email in error, please [let us know](#)

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This message was sent by Charter Communications



CTCS

ED LOCCISANO

4724 FORMAN AVE

TOLUCA LAKE, CA 91602-1619



July 23, 2020

ORDER CONFIRMATION #: C87068025  
ACCOUNT NUMBER: 818-763-9329-476\*



Hi Ed,

Thanks for choosing us! You're backed by the nation's largest telecommunications company. We offer an unsurpassed range of phone, entertainment, and Internet products and services. We hope you're enjoying your service.

We recently updated your service. Please review this info carefully.

In addition to your primary line, activity associated with your additional telephone number(s) is confirmed in the Summary section of this communication.

Your happiness is our #1 goal. If this letter doesn't show exactly what you ordered, or if you have questions about your service, please call us at 800.288.2020 or go to [att.com](http://att.com).

*Rec Aug 2. 2020*

Are you enjoying the benefits of AT&T  
Online Account Management?

Register today at  
[att.com/accountregister](http://att.com/accountregister) to view and pay  
your bill, sign up for paperless billing  
and more!

Enter this validation code within 30  
days\* to get started:  
10186948

\*After 30 days, go to [att.com/managemyaccount](http://att.com/managemyaccount) to  
request a new registration code.

Summary

*This is not a bill*

The following is an itemized list of the changes made to your AT&T account. Unless otherwise requested at the time of order, changes are usually activated within 7-10 business days of your order/request date. Please confirm that this list is accurate, and call us if there are any discrepancies.

Services removed:

(818) 763-4010	
FLAT RATE RESIDENCE LINE	METRO PLAN
(818) 769-3444	
FLAT RATE RESIDENCE LINE	WIREPRO
METRO PLAN	

The difference in your Monthly Rate\* and any One-Time Service and Equipment and/or Installation Charges for the SERVICES ADDED/REMOVED, as indicated above, are:  
Monthly charge: \$-68.00

Your actual monthly service charge may vary if you have waivers or discounts. See your next bill to verify pricing. Taxes and surcharges are extra.

Billing info and payment options

Learn more about your billing and payment options at [att.com/billingbasics](http://att.com/billingbasics). You'll find the Billing Basics Interactive Guide and links to other valuable info. Take a video tour or view a sample bill to learn about the different charges that may appear on your monthly phone bill.

Terms & Conditions

AT&T California is required to charge rates listed in official documents called tariffs, filed with the California Public Utilities Commission (PUC). In the unlikely event there is a difference between the rate we quoted you and the rate specified in the tariff, the tariffed rate prevails. Tariffs are available for inspection at the office of the California PUC or at [att.com/public\\_affairs](http://att.com/public_affairs).

Products in our packages and bundles can be purchased separately. By purchasing them in a package or bundle, you receive discounts.





ED LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

Page 1 of 4  
Account Number 818 763-9329 476 9  
Billing Date Jul 17, 2020  
Web Site att.com

Bill-At-A-Glance

Previous Bill	818.46
Payment Received 7-17 Thank you!	818.46CR
Adjustments	.00
Balance	.00
Current Charges	421.99
Amount to be Debited	\$421.99
Debiting Bank Account on	Aug 17, 2020

Billing Summary

Online: att.com/myatt

Plans and Services	155.53
1 800 288-2020	
Other AT&T Long Distance	266.46
1 800 288-2020	
Total Current Charges	421.99

News You Can Use Summary

- PREVENT DISCONNECT
  - ELECTRONIC PAYMENTS
  - COST ASSESSMENT CHRG
  - RATE INCREASE

See "News You Can Use" for additional information
- CARRIER INFORMATION
  - THIRD-PARTY BLOCKING
  - CARRIER COST REC FEE

AT&T Benefits

Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$9 package discount for combining your voice service with an additional qualifying product.  
Your monthly savings: \$94.91

Plans and Services

Promotions and Discounts

Item	
No. Description	
1. Discount for Promotional Discount for Bill Period Jul 17, 2020	12.00CR
2. Discount for Promo Unltd Nationwd Clg Adv for Bill Period Jul 17, 2020	5.00CR
Total Promotions and Discounts	17.00CR

Monthly Service - Jul 17 thru Aug 16

Service is billed in advance from the 17th of each month.

Charges for 818 763-9329

3. Combined Communications Svcs	63.00
ALL DISTANCE	
by AT&T California	
Residence Flat Rate Service	
Metro Plan	
Caller ID	
Call Waiting	
Call Waiting ID	
Call Forwarding	
Call Return	
Call Screen	
Priority Ringing	
Select Call Forwarding	
Speed Calling 8	
Three-Way Calling	
WireProSM	
Unlmtd Nationwide Clg Adv 3	
by AT&T Long Distance	
4. Caller ID Complete Blocking	.00
Total Charges for 818 763-9329	63.00

Charges for 818 763-4010

5. Residence Flat Rate Service	27.00
6. Caller ID Selective Blocking	.00
7. Metro Plan	3.00
Total Charges for 818 763-4010	30.00

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.

GO GREEN - Enroll in paperless billing.

Your Bank Account  
Will be Debited on

Aug 17, 2020

Amount to  
Be Debited

\$421.99

Billing Date Jul 17, 2020

Account Number 818 763-9329 476 9

ED LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

AT&T  
PO BOX 5025  
CAROL STREAM IL 60197-5025

1000 81876393294769 9000000020270 06619000000000000000000042199



ED LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

Page 2 of 4  
Account Number 818 763-9329 476 9  
Billing Date Jul 17, 2020

Plans and Services

Monthly Service - Jul 17 thru Aug 16 - Continued

Charges for 818 769-3444			
1.	Residence Flat Rate Service		27.00
2.	Caller ID Selective Blocking		.00
3.	Metro Plan		3.00
4.	WirePro <sup>SM</sup>		8.00
Total Charges for 818 769-3444			38.00
Total Monthly Service			131.00

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Charges for 818 763-9329

Order No. 22222222

Item		Monthly		Amount
No.	Description	Quantity	Rate	Billed
Rates Changed				
(Monthly Charges are Prorated from Jul 1, 2020 to your Billing Date, Jul 17, 2020)				
5.	Rate Change	1	.33	.18
	Federal Universal Service Fee			

Charges for 818 763-4010

Order No. 22222222

Item		Monthly		Amount
No.	Description	Quantity	Rate	Billed
Rates Changed				
(Monthly Charges are Prorated from Jul 1, 2020 to your Billing Date, Jul 17, 2020)				
6.	Rate Change	1	.33	.18
	Federal Universal Service Fee			

Charges for 818 769-3444

Order No. 22222222

Item		Monthly		Amount
No.	Description	Quantity	Rate	Billed
Rates Changed				
(Monthly Charges are Prorated from Jul 1, 2020 to your Billing Date, Jul 17, 2020)				
7.	Rate Change	1	.33	.18
	Federal Universal Service Fee			

Total Additions and Changes to Service

.54

Surcharges and Other Fees

8.	Federal Subscriber Line Charge			14.04
9.	Rate Surcharge			1.19CR
10.	State Regulatory Fee			.38
11.	Federal Universal Service Fee			5.23
12.	Carrier Cost Recovery Fee (Long Dist)			2.24
13.	Cost Assessment Charge			.27
Total Surcharges and Other Fees				20.97

Government Fees and Taxes

14.	CA High Cost Fund Surcharge - A:			.39
15.	CA High Cost Fund-B and CA Advanced Svc Fund			.60

Government Fees and Taxes - Continued

16.	California Teleconnect Fund Surcharge			.86
17.	Universal Lifeline Telephone Service Surcharge			5.21
18.	CA Relay Service and Communications Devices Fund			.55
19.	State E911 Surcharge			.90
20.	Local			11.51
Total Government Fees and Taxes				20.02

Total Plans and Services

155.53

AT&T Long Distance

Important Information

Message Regarding Terms & Conditions:

To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications) or call AT&T at the toll free number on your bill.

Account Summary

Description		
Charges for July		266.46
Total Account Summary Charges		266.46

Invoice Summary

(as of JULY 06, 2020)

Current Charges

Service Charges	.00
Credits and Adjustments	.00
Call Charges	204.40
Surcharges and Other Fees	40.06
Government Fees and Taxes	22.00
Total Invoice Summary	266.46

Service Charges

Monthly Service Charges

Type of Service	Period	Qty	
21. Unl Nation Call Adv3	JUL 05 to AUG 04	1	.00
Total Monthly Service Charges			.00

Total Service Charges

.00

Call Charges - Jun 5th thru Jul 4th

Domestic Usage Summary		Amount
Calls for 818-763-9329		
Domestic Minutes Used	1,746	

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payments received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for automatic payment at [www.att.com/stoppaperusingyourcheckingaccount](http://www.att.com/stoppaperusingyourcheckingaccount). It's easy, secure, and convenient!





ED LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

Page 3 of 4  
Account Number 818 763-9329 476 9  
Billing Date Jul 17, 2020

## AT&T Long Distance

### Call Charges - Jun 5th thru Jul 4th - Continued

Number of Calls	64	
Total Domestic Direct Dial Charges		.00

### Calls for 818-769-3444

Domestic Minutes Used	243	
Number of Calls	23	
Total Domestic Direct Dial Charges		.00

Total Domestic Minutes Used	1,989	
Total Number of Calls	87	
Total Domestic Usage Charges		.00

### Calls for 818-769-3444

#### International Item

No.	Date	Time	Place Called	Number	Code	Min		
1.	6-12	1153A	CHIHUAHUA MX	526141869432	R	16:00	56.00	MT
2.	6-15	521P	CHIHUAHUA MX	526141869432	R	17:00	59.50	MT
3.	6-16	857P	CHIHUAHUA MX	526141869432	Y	8:00	28.00	MT
4.	6-17	819P	CHIHUAHUA MX	526141869432	Y	1:00	3.50	MT
5.	6-18	339P	CHIHUAHUA MX	526141869432	R	14:00	49.00	MT

MT= International Mobile Terminated Call

Subtotal International Calls for 818-769-3444	196.00
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#### International Mobile Termination Charge Summary

Place Called	# of Calls	Total Rate/ Min.	Min.	
6. MEXICO	5	56.0	0.15	8.40
Subtotal MT and/or BT Charges for 818-769-3444				8.40

Total International Calls for 818-769-3444	204.40
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Total Calls for 818-769-3444	204.40
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<b>Total Call Charges</b>	<b>204.40</b>
---------------------------	---------------

#### Surcharges and Other Fees

Description	
7. Federal Universal Service Fee	40.06
<b>Total Surcharges and Other Fees</b>	<b>40.06</b>

#### Government Fees and Taxes

Description	
8. CA Local Utility Users Tax	22.00
<b>Total Government Fees and Taxes</b>	<b>22.00</b>

#### Key to Calling Codes

R Standard Y Economy Z Other

<b>Total Other AT&amp;T Long Distance</b>	<b>266.46</b>
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## News You Can Use

### PREVENT DISCONNECT

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges **MUST** be paid to avoid disconnection. Currently, for this account that amount is \$69.00. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

### CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

### ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

### THIRD-PARTY BLOCKING

AT&T sometimes bills charges on behalf of other companies. We offer third-party bill blocking to prevent billing of certain "enhanced" service charges, at no charge. Third-party bill blocking does not affect billing for long-distance or operator services. It also does not affect billing by AT&T affiliates or members of our marketing alliances. To order third-party bill blocking, please call us at the toll free number on your bill. For additional information regarding third-party charges, please visit us online at [att.net/smartcontrols-Cramming](http://att.net/smartcontrols-Cramming).

### COST ASSESSMENT CHRG

AT&T charges you this monthly per line amount to recover its ongoing costs incurred supporting the administration of local number portability, a government program that enables customers to retain their telephone number when changing service providers. This fee is not a tax or charge that the government requires AT&T to collect from its customers.

### CARRIER COST REC FEE

The Carrier Cost Recovery Fee helps recover costs associated with providing state-to-state and international long distance service, including expenses for national regulatory fees and programs, as well as connection and account servicing charges.

### RATE INCREASE

The Federal Universal Service Fee (supports telecommunication needs of low-income households, consumers living in high-cost areas, schools, libraries and rural hospitals), and the Federal Subscriber Line Charge increased on 7/1/2020. Lifeline customers will continue to receive credit for the Federal Subscriber Line Charge. Your current bill reflects the change. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill.

### PAPERLESS BILLING

Want to stop receiving paper bills and enjoy the convenience of paperless billing? Enroll at [att.com/paperless](http://att.com/paperless)



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TOLUCA LAKE CA 91602 - 1619

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Account Number 818 763-9329 476 9  
Billing Date Jul 17, 2020

## Terms and Conditions

**THREE PAYMENT OPTIONS:** Electronically:through Automatic Payment Service or Online: AT&T eBill<sup>SM</sup>. At an Authorized Payment Location. Or mail to AT&T PO BOX 5025, Carol Stream, IL 60197-5025.

**BILLING QUESTIONS:** Call us at 800.288.2020,or write to AT&T Residential Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business, 555 E. Cook St., Springfield, IL 62703; or visit att.com. If you have a complaintyou cannot resolve with us, contact the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, <http://consumers.cpuc.ca.gov/complaints> or call 800.649.7570. The CPUC's DDTP program offers assistanceto individuals with hearing and speakinglimitations including California Relay Service available by dialing 711, more information is available at <http://ddtp.cpuc.ca.gov/relay.aspx> If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or call 888.225.5322or TTY 888.835.5322.

**FEDERAL SURCHARGES:** The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

**TARIFF INFORMATION:** Call 1-888-319-8800or visit our web site [www.att.com/servicepublications](http://www.att.com/servicepublications).

**CALLER ID SELECTIVE & COMPLETE BLOCKING:** Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial \*67 (1167 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial \*82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

### SERVICE INFORMATION

Your local services are provided by AT&T California (Pacific Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.





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4724 FORMAN AVE  
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Account Number 818 763-9329 476 9  
Billing Date Aug 17, 2020  
Web Site att.com

Bill-At-A-Glance

Previous Bill	421 . 99
Payment Received 8-17 Thank you!	421 . 99CR
Adjustments	. 00
Balance	. 00
Current Charges	341 . 87
Amount to be Debited	\$341 . 87
Debiting Bank Account on	Sep 17, 2020

Billing Summary

Online: att.com/myatt

Plans and Services	160 . 69
1 800 288-2020	
Other AT&T Long Distance	181 . 18
1 800 288-2020	
Total Current Charges	341 . 87

News You Can Use Summary

- PREVENT DISCONNECT
  - ELECTRONIC PAYMENTS
  - COST ASSESSMENT CHRG
  - DO NOT CALL REGISTRY
- CARRIER INFORMATION
  - THIRD-PARTY BLOCKING
  - CARRIER COST REC FEE
- See "News You Can Use" for additional information

AT&T Benefits

Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$9 package discount for combining your voice service with an additional qualifying product.  
Your monthly savings: \$94.91

Plans and Services

Promotions and Discounts	
Item	
No. Description	
1. Discount for Promotional Discount for Bill Period Aug 17, 2020	12.00CR
2. Discount for Promo Unltd Nationwd Clg Adv for Bill Period Aug 17, 2020	5.00CR
Total Promotions and Discounts	17.00CR

Monthly Service - Aug 17 thru Sep 16	
Charges for 818 763-9329	
3. Combined Communications Svcs ALL DISTANCE by AT&T California Residence Flat Rate Service Metro Plan Caller ID Call Waiting Call Waiting ID Call Forwarding Call Return Call Screen Priority Ringing Select Call Forwarding Speed Calling 8 Three-Way Calling WireProSM Unlmtd Nationwide Clg Adv 3 by AT&T Long Distance	63.00
4. Caller ID Complete Blocking	.00
Total Charges for 818 763-9329	63.00

Charges for 818 763-4010	
5. Residence Flat Rate Service	27.00
6. Caller ID Selective Blocking	.00
7. Metro Plan	3.00
Total Charges for 818 763-4010	30.00

Charges for 818 769-3444	
8. Residence Flat Rate Service	27.00

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.

GO GREEN - Enroll in paperless billing.

Your Bank Account Will be Debited on **Sep 17, 2020** Amount to Be Debited **\$341.87**



Billing Date Aug 17, 2020

Account Number **818 763-9329 476 9**

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4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

AT&T  
PO BOX 5025  
CAROL STREAM IL 60197-5025

1000 81876393294769 7000000020301 06619000000000000000000034187



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4724 FORMAN AVE  
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Page 2 of 4  
Account Number 818 763-9329 476 9  
Billing Date Aug 17, 2020

Plans and Services

Monthly Service - Aug 17 thru Sep 16 - Continued		
1. Caller ID Selective Blocking		.00
2. Metro Plan		3.00
3. WireProSM		8.00
Total Charges for 818 769-3444		38.00
Total Monthly Service		131.00
Directory Assistance		
Local Directory Assistance		
4. 2 Call(s) billed at \$2.49 each		4.98
Local Toll		
Charges for 818 763-9329		
Directory Assistance Summary		
Local Directory Assistance		
2 Call(s) placed		
2 Call(s) billed at \$2.49 each		4.98
Surcharges and Other Fees		
5. Federal Subscriber Line Charge		14.04
6. Rate Surcharge		1.25CR
7. State Regulatory Fee		.40
8. Federal Universal Service Fee		5.23
9. Carrier Cost Recovery Fee (Long Dist)		2.24
10. Cost Assessment Charge		.27
Total Surcharges and Other Fees		20.93
Government Fees and Taxes		
11. CA High Cost Fund Surcharge- A:		.41
12. CA High Cost Fund-B and CA Advanced Svc Fund		.63
13. California Teleconnect Fund Surcharge		.90
14. Universal Lifeline Telephone Service Surcharge		5.44
15. CA Relay Service and Communications Devices Fund		.57
16. State E911 Surcharge		.90
17. Local		11.93
Total Government Fees and Taxes		20.78
Total Plans and Services		160.69

AT&T Long Distance

Important Information	
NOTICE OF PRICE INCREASE:	
The Unlimited Nationwide Calling Advantage 3 plan monthly recurring charge will increase from \$13.00 to \$14.00 as of 10/1/2020.	
For more information, or to discuss other competitive AT&T long distance price plans, please call 800.288.2020 or visit att.com.	
Thank you for choosing AT&T Long Distance.	

Account Summary	
Description	
Charges for August	181.18
Total Account Summary Charges	181.18

Invoice Summary	
(as of AUGUST 06, 2020)	
Current Charges	
Service Charges	.00
Credits and Adjustments	.00
Call Charges	131.40
Surcharges and Other Fees	34.82
Government Fees and Taxes	14.96
Total Invoice Summary	181.18

Service Charges	
-----------------	--

Monthly Service Charges	
Type of Service	Period Qty
18. Unl Nation Call Adv3	AUG 05 to SEP 04 1
Total Monthly Service Charges	.00
Total Service Charges	.00

Call Charges - Jul 5th thru Aug 4th	
Domestic Usage Summary	
Calls for 818-763-9329	
Domestic Minutes Used	2,980
Number of Calls	119
Total Domestic Direct Dial Charges	.00
Calls for 818-769-3444	
Domestic Minutes Used	170
Number of Calls	28
Total Domestic Direct Dial Charges	.00
Total Domestic Minutes Used	3,150
Total Number of Calls	147
Total Domestic Usage Charges	.00

Calls for 818-769-3444	
International	
Item	
No.	Date Time Place Called Number Code Min
19.	7-14 307P CHIHUAHUA MX 526141869432 R 1:00 3.50 MT
20.	7-15 901A CHIHUAHUA MX 526141869432 R 1:00 3.50 MT
21.	7-15 1108A CHIHUAHUA MX 526141869432 R 1:00 3.50 MT

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gniyaf yb kcehc sezirhtua T&T ot esu eht noitamrofni morf ruoy kcehc ot ekam a emit-eno cinortcele dnufl refsnart morf ruoy .tnuocsa sdnuf-yam eb nwarhthw morf ruoy .tnuocsa sa noos sa eht emas yad ruoy .tnemypas .deviecerf ew tonnac sseacor ehnt noitasanart ,ylilaciorhtocleuoy ezirhtua T&T ot tnieserp na egami ypor fo ruoy kcehc morf .tnemypap ruoy laniigiro kcehc illiv eb deyortsed ecno ,desseacorpf ruoy kcehc si denruter dianu uoy eerga ot yap hocus seef sa deffimedi ni eht smret dna snoitidnoc fo ruoy T&T A ecivres .tnemeergA denruter R skcehc yam eb detnaseserp ,ylilaciorhtoclelefi uoy tnaw ot evas emit dna ,spmat nngis pu rot otua .tnemypap a repappots/moc.tta.www.gnignis ruoy gnikcehc .tnuocsa s tl ,ysae ,eruces dna ltnieinevoc



## AT&T Long Distance

### Call Charges - Jul 5th thru Aug 4th - Continued

No.	Date	Time	Place Called	Number	Code	Min		
1.	7-15	921P	CHIHUAHUA MX	526141869432	Y	7:00	24.50	MT
2.	7-17	339P	CHIHUAHUA MX	526141869432	R	25:00	87.50	MT
3.	7-17	847P	CHIHUAHUA MX	526141869432	Y	1:00	3.50	MT

MT= International Mobile Terminated Call

Subtotal International Calls for 818-769-3444 **126.00**

### International Mobile Termination Charge Summary

Place Called	# of Calls	Total Rate/Min.	Min.	
4. MEXICO	6	36.0	0.15	5.40
Subtotal MT and/or BT Charges for 818-769-3444				<b>5.40</b>

Total International Calls for 818-769-3444 **131.40**

Total Calls for 818-769-3444 **131.40**

**Total Call Charges 131.40**

### Surcharges and Other Fees

Description	
5. Federal Universal Service Fee	34.82
<b>Total Surcharges and Other Fees</b>	<b>34.82</b>

### Government Fees and Taxes

Description	
6. CA Local Utility Users Tax	14.96
<b>Total Government Fees and Taxes</b>	<b>14.96</b>

### Key to Calling Codes

R Standard Y Economy Z Other

### NOTICE OF PRICE INCREASE:

If you have selected AT&T Long Distance as your interstate long distance provider and have not chosen a domestic calling plan, a minimum usage charge (MUC) of \$5.99 currently applies to you. The MUC will increase from \$5.99 to \$6.99 as of 10/1/2020. If you accumulate \$6.99 or more in domestic direct-dialed charges in a month, the MUC will be waived; otherwise, the MUC will be the difference between your domestic direct-dialed charges and \$6.99.

For more information, or to discuss other competitive AT&T long distance price plans, please call 800.288.2020 or visit att.com. Thank you for choosing AT&T Long Distance.

**Total Other AT&T Long Distance 181.18**

## News You Can Use

### PREVENT DISCONNECT

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges **MUST** be paid to avoid disconnection. Currently, for this account that amount is \$69.00. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

### CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

### ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

### THIRD-PARTY BLOCKING

AT&T sometimes bills charges on behalf of other companies. We offer third-party bill blocking to prevent billing of certain "enhanced" service charges, at no charge. Third-party bill blocking does not affect billing for long-distance or operator services. It also does not affect billing by AT&T affiliates or members of our marketing alliances. To order third-party bill blocking, please call us at the toll free number on your bill. For additional information regarding third-party charges, please visit us online at [att.net/smartcontrols-Cramming](http://att.net/smartcontrols-Cramming).

### COST ASSESSMENT CHRG

AT&T charges you this monthly per line amount to recover its ongoing costs incurred supporting the administration of local number portability, a government program that enables customers to retain their telephone number when changing service providers. This fee is not a tax or charge that the government requires AT&T to collect from its customers.

### CARRIER COST REC FEE

The Carrier Cost Recovery Fee helps recover costs associated with providing state-to-state and international long distance service, including expenses for national regulatory fees and programs, as well as connection and account servicing charges.

### DO NOT CALL REGISTRY

To reduce telephone solicitation calls to your home: Register for the National Do Not Call Registry by phone at 888.382.1222 (TTY: 866.290.4236) or online at [donotcall.gov](http://donotcall.gov). There's no charge to register.

### AT&T RELAY SERVICE

Dial 711 is a Telecommunications Relay Service for customers with hearing and speech loss. AT&T offers products and services for customers with visual, hearing, speech or physical loss. For more information, please go to [att.com/accessibility](http://att.com/accessibility) or call AT&T's Disability and Aging Center at 1.800.772.3140. You can also go online at [realpageslive.com](http://realpageslive.com) (choose a Directory or enter a zip code or city name; select Table of Contents; and then click on Community Pages).



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Account Number 818 763-9329 476 9  
Billing Date Aug 17, 2020

## News You Can Use

### RATE INCREASE

The monthly rate for Anonymous Call Rejection, Busy Call Forwarding, Caller ID, Call Forwarding, Call Return, Call Screen, Call Waiting, Delayed Call Forwarding, Priority Ringing, Repeat Dialing, Select Call Forwarding, Speed Calling 8 and Three-Way Calling will increase from \$10.99 to \$11.49, each, on 10/03/2020. You will not be impacted by this increase if you subscribe to these features as part of a package. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

### RATE INCREASE

The monthly rate for ALL DISTANCE®, with the following classes of service, will increase on 10/3/2020: Flat Rate Service from \$57 to \$60 and Measured Rate Service from \$54.25 to \$57.25. California LifeLine customers will continue to receive applicable Federal and State LifeLine credits. Subscribers with Foreign Exchange Service or Extended Area Service will see the same \$3 increase in their rates. For more information, please visit [att.com](http://att.com) or call 800.288.2020

### IMPORTANT DSL UPDATE

Effective October 1, 2020, AT&T will no longer accept new DSL Internet orders and you will not be able to move your DSL service to a new address or make any speed changes to your DSL service. For questions about this change, please call the number on your bill.

### PAPERLESS BILLING

Want to stop receiving paper bills and enjoy the convenience of paperless billing? Enroll at [att.com/paperless](http://att.com/paperless)

## Terms and Conditions

**THREE PAYMENT OPTIONS:** Electronically: through Automatic Payment Service or Online: AT&T eBill<sup>SM</sup>. At an Authorized Payment Location. Or mail to AT&T PO BOX 5025, Carol Stream, IL 60197-5025.

**BILLING QUESTIONS:** Call us at 800.288.2020, or write to AT&T Residential Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business, 555 E. Cook St., Springfield, IL 62703; or visit [att.com](http://att.com). If you have a complaint you cannot resolve with us, contact the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, <http://consumers.cpuc.ca.gov/complaints> or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711, more information is available at <http://ddtp.cpuc.ca.gov/relay.aspx>. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or call 888.225.5322 or TTY 888.835.5322.

**FEDERAL SURCHARGES:** The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

**TARIFF INFORMATION:** Call 1-888-319-8800 or visit our web site [www.att.com/servicepublications](http://www.att.com/servicepublications).

**CALLER ID SELECTIVE & COMPLETE BLOCKING:** Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial \*67 (1167 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial \*82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

### SERVICE INFORMATION

Your local services are provided by AT&T California (Pacific Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.



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4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

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Account Number 818 763-9329 476 9  
Billing Date Sep 17, 2020  
Web Site att.com

Bill-At-A-Glance

Previous Bill	341 . 87
Payment Received 9-17 Thank you!	341 . 87CR
Adjustments	. 00
Balance	. 00
Current Charges	2,912 . 91
Amount to be Debited	\$2,912 . 91
Debiting Bank Account on	Oct 17, 2020

Billing Summary

Online: att.com/myatt

Plans and Services	154 . 94
1 800 288-2020	
Other AT&T Long Distance	2,757 . 97
1 800 288-2020	
Total Current Charges	2,912 . 91

News You Can Use Summary

- PREVENT DISCONNECT
  - ELECTRONIC PAYMENTS
  - COST ASSESSMENT CHRG
  - CPUC INCREASE

See "News You Can Use" for additional information
- CARRIER INFORMATION
  - THIRD-PARTY BLOCKING
  - CARRIER COST REC FEE

AT&T Benefits

Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$9 package discount for combining your voice service with an additional qualifying product.  
Your monthly savings: \$94.91

Plans and Services

Promotions and Discounts		
Item	No.	Description
1. Discount for Promotional Discount for Bill Period Sep 17, 2020	12.00CR	
2. Discount for Promo Unltd Nationwd Clg Adv for Bill Period Sep 17, 2020	5.00CR	
Total Promotions and Discounts	17.00CR	

Monthly Service - Sep 17 thru Oct 16		
Charges for 818 763-9329		
3. Combined Communications Svcs ALL DISTANCE	63.00	
by AT&T California Residence Flat Rate Service Metro Plan Caller ID Call Waiting Call Waiting ID Call Forwarding Call Return Call Screen Priority Ringing Select Call Forwarding Speed Calling 8 Three-Way Calling WireProSM Unltd Nationwide Clg Adv 3 by AT&T Long Distance		
4. Caller ID Complete Blocking	.00	
Total Charges for 818 763-9329	63.00	

Charges for 818 763-4010		
5. Residence Flat Rate Service	27.00	
6. Caller ID Selective Blocking	.00	
7. Metro Plan	3.00	
Total Charges for 818 763-4010	30.00	

Charges for 818 769-3444		
8. Residence Flat Rate Service	27.00	

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.  
GO GREEN - Enroll in paperless billing.

Your Bank Account Will be Debited on **Oct 17, 2020** Amount to Be Debited **\$2,912.91**

Billing Date Sep 17, 2020 Account Number **818 763-9329 476 9**

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4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

AT&T  
PO BOX 5025  
CAROL STREAM IL 60197-5025

1000 81876393294769 2000000020331 0661900000000000000000291291



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4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

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Account Number 818 763-9329 476 9  
Billing Date Sep 17, 2020

Plans and Services

Monthly Service - Sep 17 thru Oct 16 - Continued

1. Caller ID Selective Blocking	.00
2. Metro Plan	3.00
3. WireProSM	8.00
Total Charges for 818 769-3444	38.00
<b>Total Monthly Service</b>	<b>131.00</b>

Surcharges and Other Fees

4. Federal Subscriber Line Charge	14.04
5. Rate Surcharge	1.19CR
6. State Regulatory Fee	.38
7. Federal Universal Service Fee	5.23
8. Carrier Cost Recovery Fee (Long Dist)	2.24
9. Cost Assessment Charge	.27
<b>Total Surcharges and Other Fees</b>	<b>20.97</b>

Government Fees and Taxes

10. CA High Cost Fund Surcharge - A:	.39
11. CA High Cost Fund-B and CA Advanced Svc Fund	.60
12. California Teleconnect Fund Surcharge	.86
13. Universal Lifeline Telephone Service Surcharge	5.21
14. CA Relay Service and Communications Devices Fund	.55
15. State E911 Surcharge	.90
16. Local	11.46
<b>Total Government Fees and Taxes</b>	<b>19.97</b>

**Total Plans and Services** 154.94

AT&T Long Distance

Important Information

Message Regarding Terms & Conditions:  
To view your Terms & Conditions for AT&T Long  
Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications)  
or call AT&T at the toll free number on your bill.

Account Summary

Description	
Charges for September	2,757.97
<b>Total Account Summary Charges</b>	<b>2,757.97</b>

Invoice Summary

(as of SEPTEMBER 06, 2020)

Current Charges

Service Charges	.00
Credits and Adjustments	.00
Call Charges	2,000.20
Surcharges and Other Fees	530.05
Government Fees and Taxes	227.72

Invoice Summary - Continued

Total Invoice Summary 2,757.97

Service Charges

Monthly Service Charges

Type of Service	Period	Qty	
17. Unl Nation Call Adv3	SEP 05 to OCT 04	1	.00
<b>Total Monthly Service Charges</b>			<b>.00</b>

Total Service Charges

.00

Call Charges - Aug 5th thru Sep 4th

Domestic Usage Summary	Amount
<b>Calls for 818-763-9329</b>	
Domestic Minutes Used	2,226
Number of Calls	107
<b>Total Domestic Direct Dial Charges</b>	<b>.00</b>

Calls for 818-769-3444

Domestic Minutes Used	247
Number of Calls	39
<b>Total Domestic Direct Dial Charges</b>	<b>.00</b>

Total Domestic Minutes Used	2,473
Total Number of Calls	146
<b>Total Domestic Usage Charges</b>	<b>.00</b>

Calls for 818-769-3444

International

No.	Date	Time	Place Called	Number	Code	Min	
18.	8-04	810P	CHIHUAHUA MX	526141869432	Y	38:00	133.00 MT
19.	8-05	419P	CHIHUAHUA MX	526141869432	R	32:00	112.00 MT
20.	8-05	812P	CHIHUAHUA MX	526141869432	Y	38:00	133.00 MT
21.	8-06	359P	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT
22.	8-07	103P	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT
23.	8-07	103P	CHIHUAHUA MX	526141869432	R	21:00	73.50 MT
24.	8-07	125P	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT
25.	8-08	200P	CHIHUAHUA MX	526141869432	Y	21:00	73.50 MT
26.	8-08	827P	CHIHUAHUA MX	526141869432	Y	21:00	73.50 MT
27.	8-12	936A	CHIHUAHUA MX	526141869432	R	4:00	14.00 MT
28.	8-12	429P	CHIHUAHUA MX	526141869432	R	6:00	21.00 MT
29.	8-14	116P	CHIHUAHUA MX	526141869432	R	38:00	133.00 MT
30.	8-19	208P	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT
31.	8-20	522P	CHIHUAHUA MX	526141869432	R	21:00	73.50 MT
32.	8-23	357P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
33.	8-23	620P	CHIHUAHUA MX	526141869432	Y	21:00	73.50 MT
34.	8-23	745P	CHIHUAHUA MX	526141869432	Y	2:00	7.00 MT

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Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payments received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for automatic payment at [www.att.com/stoppaper](http://www.att.com/stoppaper) using your checking account. It's easy, secure, and convenient!





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## AT&T Long Distance

### Call Charges - Aug 5th thru Sep 4th - Continued

No.	Date	Time	Place Called	Number	Code	Min	
1.	8-24	131P	CHIHUAHUA MX	526141869432	R	27:00	94.50 MT
2.	8-24	349P	CHIHUAHUA MX	526141869432	R	55:00	192.50 MT
3.	8-25	953A	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT
4.	8-25	954A	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT
5.	8-25	1019A	CHIHUAHUA MX	526141869432	R	11:00	38.50 MT
6.	8-25	757P	CHIHUAHUA MX	526141869432	Y	13:00	45.50 MT
7.	8-25	815P	CHIHUAHUA MX	526141869432	Y	7:00	24.50 MT
8.	8-27	1209P	CHIHUAHUA MX	526141869432	R	15:00	52.50 MT
9.	8-27	129P	CHIHUAHUA MX	526141869432	R	2:00	7.00 MT
10.	8-27	853P	CHIHUAHUA MX	526141869432	Y	16:00	56.00 MT
11.	8-29	1124A	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
12.	8-29	211P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
13.	8-29	320P	CHIHUAHUA MX	526141869432	Y	14:00	49.00 MT
14.	8-30	351P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
15.	8-30	500P	CHIHUAHUA MX	526141869432	Y	2:00	7.00 MT
16.	8-30	807P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
17.	8-31	330P	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT
18.	9-01	945A	CHIHUAHUA MX	526141869432	R	3:00	10.50 MT
19.	9-01	334P	CHIHUAHUA MX	526141869432	R	26:00	91.00 MT
20.	9-02	408P	CHIHUAHUA MX	526141869432	R	51:00	178.50 MT
21.	9-03	228P	CHIHUAHUA MX	526141869432	R	25:00	87.50 MT
22.	9-03	432P	CHIHUAHUA MX	526141869432	R	5:00	17.50 MT
23.	9-03	616P	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT

MT= International Mobile Terminated Call

Subtotal International Calls for 818-769-3444 **1,918.00**

### International Mobile Termination Charge Summary

Place Called	# of Calls	Total Rate/Min.	Min.
24. MEXICO	40	548.0	0.15
Subtotal MT and/or BT Charges for 818-769-3444		<b>82.20</b>	

Total International Calls for 818-769-3444 **2,000.20**

Total Calls for 818-769-3444 **2,000.20**

**Total Call Charges 2,000.20**

### Surcharges and Other Fees

Description	
25. Federal Universal Service Fee	530.05
<b>Total Surcharges and Other Fees</b>	<b>530.05</b>

### Government Fees and Taxes

Description	
26. CA Local Utility Users Tax	227.72
<b>Total Government Fees and Taxes</b>	<b>227.72</b>

### Key to Calling Codes

R Standard Y Economy Z Other

**Total Other AT&T Long Distance 2,757.97**

## News You Can Use

### PREVENT DISCONNECT

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$69.00. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

### CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

### ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

### THIRD-PARTY BLOCKING

AT&T sometimes bills charges on behalf of other companies. We offer third-party bill blocking to prevent billing of certain "enhanced" service charges, at no charge. Third-party bill blocking does not affect billing for long-distance or operator services. It also does not affect billing by AT&T affiliates or members of our marketing alliances. To order third-party bill blocking, please call us at the toll free number on your bill. For additional information regarding third-party charges, please visit us online at [att.net/smartcontrols-Cramming](http://att.net/smartcontrols-Cramming).

### COST ASSESSMENT CHRG

AT&T charges you this monthly per line amount to recover its ongoing costs incurred supporting the administration of local number portability, a government program that enables customers to retain their telephone number when changing service providers. This fee is not a tax or charge that the government requires AT&T to collect from its customers.

### CARRIER COST REC FEE

The Carrier Cost Recovery Fee helps recover costs associated with providing state-to-state and international long distance service, including expenses for national regulatory fees and programs, as well as connection and account servicing charges.

### CPUC INCREASE

California Public Utilities Commission Resolution M-4841 will increase the Public Utilities Commission Utilities Reimbursement Account (PUCURA) User Fee from 0.34% to 0.52% on 10/1/2020. It appears on the bill as State Regulatory Fee. For more information, please call the number on your bill.



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## News You Can Use

### DISASTER GUIDELINES

IF YOU ARE UNDER A DECLARED DISASTER WARNING, FIND SAFE SHELTER RIGHT AWAY. IF TOLD TO EVACUATE, DO SO IMMEDIATELY. DISASTER PREP TIPS: If you're in an area experiencing severe conditions but you have not been told to evacuate, plan to stay indoors, or wherever you are, and let friends and family know where you are. Charge all wireless devices in the event that you lose power. Turn on your local news for weather condition updates and emergency instructions. Restock your emergency preparedness kit to include food and water sufficient for at least three days, medications, a flashlight, batteries, cash, and first aid supplies. For more helpful disaster tips, visit [att.com/disasterrelief](http://att.com/disasterrelief)

### WAIVER OF FEES:

In counties where the Governor of California has declared a state of emergency, customers who have AT&T wireline service may be able to request that fees be waived for the following products and services: - One-time activation fee and one-month charge for establishing Remote Call Forwarding, Remote Access to Call Forwarding, Call Forwarding features and messaging services - Service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the premises - One jack and associated wiring at the temporary location regardless of whether the customer has an inside wiring plan ("Plan") and upon their return to their permanent location - Up to five free jacks and associated wiring for our Inside Wire Plan upon return to permanent location. If you'd like more information on waiving fees in the event of a disaster visit [att.com/disasterrelief](http://att.com/disasterrelief) or contact us at 800.288.2020.

### PAPERLESS BILLING

Want to stop receiving paper bills and enjoy the convenience of paperless billing? Enroll at [att.com/paperless](http://att.com/paperless)

## Terms and Conditions

**THREE PAYMENT OPTIONS:** Electronically: through Automatic Payment Service or Online: AT&T eBill<sup>SM</sup>. At an Authorized Payment Location. Or mail to AT&T PO BOX 5025, Carol Stream, IL 60197-5025.

**BILLING QUESTIONS:** Call us at 800.288.2020, or write to AT&T Residential Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business, 555 E. Cook St., Springfield, IL 62703; or visit [att.com](http://att.com). If you have a complaint you cannot resolve with us, contact the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, <http://consumers.cpuc.ca.gov/complaints> or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711, more information is available at <http://ddtp.cpuc.ca.gov/relay.aspx> If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or call 888.225.5322 or TTY 888.835.5322.

**FEDERAL SURCHARGES:** The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

**TARIFF INFORMATION:** Call 1-888-319-8800 or visit our web site [www.att.com/servicepublications](http://www.att.com/servicepublications).

**CALLER ID SELECTIVE & COMPLETE BLOCKING:** Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial \*67 (1167 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial \*82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

### SERVICE INFORMATION

Your local services are provided by AT&T California (Pacific Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.





AT&amp;T

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Account Number 818 763-9329 476 9  
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Web Site att.com

## Monthly Statement

## Bill-At-A-Glance

Previous Bill	2,912.91
Payment Received 10-17 Thank you!	2,912.91CR
Adjustments	.00
Balance	.00
Current Charges	2,817.85

**Amount to be Debited \$2,817.85**

Debiting Bank Account on Nov 17, 2020

## Billing Summary

Online: att.com/myatt

Plans and Services	85.01
1 800 288-2020	
Other AT&T Long Distance	2,732.84
1 800 288-2020	
<b>Total Current Charges</b>	<b>2,817.85</b>

## AT&amp;T Benefits

- Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$8 package discount for combining your voice service with an additional qualifying product.  
Your monthly savings: \$97.41

## Plans and Services

## Monthly Service - Oct 17 thru Nov 16

Service is billed in advance from the 17th of each month.

## Charges for 818 763-9329

1. Combined Communications Svcs	66.00
ALL DISTANCE	
by AT&T California	
Residence Flat Rate Service	
Metro Plan	
Caller ID	
Call Waiting	
Call Waiting ID	
Call Forwarding	
Call Return	
Call Screen	
Priority Ringing	
Select Call Forwarding	
Speed Calling 8	
Three-Way Calling	
WireProSM	
Unlmtd Nationwide Clg Adv 3	
by AT&T Long Distance	
2. Caller ID Complete Blocking	.00
Total Charges for 818 763-9329	66.00
<b>Total Monthly Service</b>	<b>66.00</b>

## Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Based on a request, effective Oct 15, 2020, some telephone line(s) will be provided by Time Warner Cable.

Please contact them directly at (877) 594-6039 regarding the affected line(s).

## Charges for 818 763-9329

Order No. 22222222

Item	No.	Description	Quantity	Monthly Rate	Amount Billed
<b>Rates Changed</b>					
(Monthly Charges are Prorated from Oct 1, 2020 to your Billing Date, Oct 17, 2020)					
3. Rate Change	1			.22	.12
Federal Universal Service Fee					

Local Services provided by AT&amp;T California or AT&amp;T Nevada based upon the service address location.

GO GREEN - Enroll in paperless billing.



## News You Can Use Summary

- PREVENT DISCONNECT
- ELECTRONIC PAYMENTS
- CARRIER COST REC FEE
- RATE INCREASE
- CARRIER INFORMATION
- COST ASSESSMENT CHRG
- BATTERY BACKUP

See "News You Can Use" for additional information

Your Bank Account  
Will be Debited on

Nov 17, 2020

Amount to  
Be Debited**\$2,817.85**

Billing Date Oct 17, 2020

Account Number **818 763-9329 476 9**ED LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

1000 81876393294769 0000000020362 0661900000000000000000000281785



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Account Number 818 763-9329 476 9  
Billing Date Oct 17, 2020

## Plans and Services

### Additions and Changes to Service - Continued

#### Charges for 818 763-4010

Order No. 22222222

Item No.	Description	Quantity	Monthly Rate	Amount Billed
<b>Rates Changed</b>				
(Monthly Charges are Prorated from Oct 1, 2020 to your Billing Date, Oct 17, 2020)				
1.	Rate Change	1	.22	.12
	Federal Universal Service Fee			

Order No. C66552721

PON TWCX201009162094

Item No.	Description	Quantity	Monthly Rate	Amount Billed
<b>Services Removed</b>				
(Monthly Charges were Billed in Advance and are Prorated from Oct 15, 2020 to Oct 17, 2020)				
2.	Residence Flat Rate Service	1	27.00	.90CR
3.	Federal Subscriber Line Charge	1	4.68	.16CR
4.	Federal Universal Service Fee	1	1.46	.05CR
5.	Metro Plan	1	3.00	.10CR
Total 818 763-4010				1.09CR

#### Charges for 818 769-3444

Order No. 22222222

Item No.	Description	Quantity	Monthly Rate	Amount Billed
<b>Rates Changed</b>				
(Monthly Charges are Prorated from Oct 1, 2020 to your Billing Date, Oct 17, 2020)				
6.	Rate Change	1	.22	.12
	Federal Universal Service Fee			

Order No. C66552721

PON TWCX201009162094

Item No.	Description	Quantity	Monthly Rate	Amount Billed
<b>Services Removed</b>				
(Monthly Charges were Billed in Advance and are Prorated from Oct 15, 2020 to Oct 17, 2020)				
7.	Residence Flat Rate Service	1	27.00	.90CR
8.	Federal Subscriber Line Charge	1	4.68	.16CR
9.	Federal Universal Service Fee	1	1.46	.05CR
10.	Metro Plan	1	3.00	.10CR
11.	WirePro <sup>SM</sup>	1	8.00	.27CR
Total 818 769-3444				1.36CR

### Total Additions and Changes to Service

### Surcharges and Other Fees

12.	Federal Subscriber Line Charge	4.68
13.	Rate Surcharge	.57CR
14.	State Regulatory Fee	.30
15.	Federal Universal Service Fee	3.70
16.	Carrier Cost Recovery Fee (Long Dist)	2.24

### Surcharges and Other Fees - Continued

17.	Cost Assessment Charge	.27
Total Surcharges and Other Fees		10.62

### Government Fees and Taxes

18.	CA High Cost Fund Surcharge - A:	.20
19.	CA High Cost Fund-B and CA Advanced Svc Fund	.31
20.	California Teleconnect Fund Surcharge	.44
21.	Universal Lifeline Telephone Service Surcharge	2.72
22.	CA Relay Service and Communications Devices Fund	.29
23.	State E911 Surcharge	.30
24.	Local	6.46
Total Government Fees and Taxes		10.72

### Total Plans and Services

85.01

## AT&T Long Distance

### Important Information

Message Regarding Terms & Conditions:

To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications) or call AT&T at the toll free number on your bill.

### Account Summary

Description	
Charges for October	2,732.84
Total Account Summary Charges	2,732.84

### Invoice Summary

(as of OCTOBER 06, 2020)

### Current Charges

Service Charges	.00
Credits and Adjustments	.00
Call Charges	1,981.95
Surcharges and Other Fees	525.24
Government Fees and Taxes	225.65
Total Invoice Summary	2,732.84

### Service Charges

### Monthly Service Charges

Type of Service	Period	Qty	
25. Unl Nation Call Adv3	OCT 05 to NOV 04	1	.00
Total Monthly Service Charges			.00
Total Service Charges			.00

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Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for automatic payment at [www.att.com/stopper](http://www.att.com/stopper) using your checking account. It's easy, secure, and convenient!

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Account Number 818 763-9329 476 9  
Billing Date Oct 17, 2020

## AT&T Long Distance

### Call Charges - Sep 5th thru Oct 4th

Domestic Usage Summary	Amount
<b>Calls for 818-763-9329</b>	
Domestic Minutes Used	1,735
Number of Calls	83
Total Domestic Direct Dial Charges	.00
<b>Calls for 818-769-3444</b>	
Domestic Minutes Used	117
Number of Calls	14
Total Domestic Direct Dial Charges	.00
Total Domestic Minutes Used	1,852
Total Number of Calls	97
Total Domestic Usage Charges	.00

### Calls for 818-769-3444

#### International

Item	No.	Date	Time	Place Called	Number	Code	Min	
	1.	9-04	800P	CHIHUAHUA MX	526141869432	Y	25:00	87.50 MT
	2.	9-05	1123A	CHIHUAHUA MX	526141869432	Y	4:00	14.00 MT
	3.	9-05	910P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
	4.	9-06	112P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
	5.	9-06	113P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
	6.	9-06	115P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
	7.	9-06	644P	CHIHUAHUA MX	526141869432	Y	5:00	17.50 MT
	8.	9-06	753P	CHIHUAHUA MX	526141869432	Y	15:00	52.50 MT
	9.	9-07	810P	CHIHUAHUA MX	526141869432	Y	28:00	98.00 MT
	10.	9-08	141P	CHIHUAHUA MX	526141869432	R	3:00	10.50 MT
	11.	9-09	332P	CHIHUAHUA MX	526141869432	R	3:00	10.50 MT
	12.	9-09	437P	CHIHUAHUA MX	526141869432	R	5:00	17.50 MT
	13.	9-09	537P	CHIHUAHUA MX	526141869432	R	19:00	66.50 MT
	14.	9-09	702P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
	15.	9-10	129P	CHIHUAHUA MX	526141869432	R	12:00	42.00 MT
	16.	9-13	1048A	CHIHUAHUA MX	526141869432	Y	47:00	164.50 MT
	17.	9-13	616P	CHIHUAHUA MX	526141869432	Y	3:00	10.50 MT
	18.	9-13	836P	CHIHUAHUA MX	526141869432	Y	5:00	17.50 MT
	19.	9-16	938A	CHIHUAHUA MX	526141869432	R	27:00	94.50 MT
	20.	9-16	842P	CHIHUAHUA MX	526141869432	Y	11:00	38.50 MT
	21.	9-19	331P	CHIHUAHUA MX	526141869432	Y	36:00	126.00 MT
	22.	9-19	734P	CHIHUAHUA MX	526141869432	Y	23:00	80.50 MT
	23.	9-20	854A	CHIHUAHUA MX	526141869432	Y	41:00	143.50 MT
	24.	9-20	1202P	CHIHUAHUA MX	526141869432	Y	16:00	56.00 MT
	25.	9-20	353P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
	26.	9-21	431P	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT
	27.	9-21	757P	CHIHUAHUA MX	526141869432	Y	41:00	143.50 MT
	28.	9-22	924A	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT
	29.	9-24	210P	CHIHUAHUA MX	526141869432	R	25:00	87.50 MT
	30.	9-25	113P	CHIHUAHUA MX	526141869432	R	1:00	3.50 MT
	31.	9-25	647P	CHIHUAHUA MX	526141869432	R	16:00	56.00 MT
	32.	9-26	1125A	CHIHUAHUA MX	526141869432	Y	19:00	66.50 MT
	33.	9-26	1202P	CHIHUAHUA MX	526141869432	Y	15:00	52.50 MT
	34.	9-26	313P	CHIHUAHUA MX	526141869432	Y	17:00	59.50 MT
	35.	9-28	542P	CHIHUAHUA MX	526141869432	R	37:00	129.50 MT

### Call Charges - Sep 5th thru Oct 4th - Continued

Item	No.	Date	Time	Place Called	Number	Code	Min	
	36.	9-29	810P	CHIHUAHUA MX	526141869432	Y	12:00	42.00 MT
	37.	9-30	817P	CHIHUAHUA MX	526141869432	Y	23:00	80.50 MT
	38.	10-03	904P	CHIHUAHUA MX	526141869432	Y	1:00	3.50 MT
MT= International Mobile Terminated Call								
Subtotal International Calls for 818-769-3444								1,900.50

### International Mobile Termination Charge Summary

Place Called	# of Calls	Total Rate/Min.	Min.	
39. MEXICO	38	543.0	0.15	81.45
Subtotal MT and/or BT Charges for 818-769-3444				81.45

Total International Calls for 818-769-3444 1,981.95

Total Calls for 818-769-3444 1,981.95

Total Call Charges 1,981.95

### Surcharges and Other Fees

Description	
40. Federal Universal Service Fee	525.24
<b>Total Surcharges and Other Fees</b>	<b>525.24</b>

### Government Fees and Taxes

Description	
41. CA Local Utility Users Tax	225.65
<b>Total Government Fees and Taxes</b>	<b>225.65</b>

### Key to Calling Codes

R Standard Y Economy Z Other

Total Other AT&T Long Distance 2,732.84

## News You Can Use

### PREVENT DISCONNECT

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$25.20. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

### CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.



ED LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

Page 4 of 4  
Account Number 818 763-9329 476 9  
Billing Date Oct 17, 2020

## News You Can Use

### ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

### COST ASSESSMENT CHRG

AT&T charges you this monthly per line amount to recover its ongoing costs incurred supporting the administration of local number portability, a government program that enables customers to retain their telephone number when changing service providers. This fee is not a tax or charge that the government requires AT&T to collect from its customers.

### CARRIER COST REC FEE

The Carrier Cost Recovery Fee helps recover costs associated with providing state-to-state and international long distance service, including expenses for national regulatory fees and programs, as well as connection and account servicing charges.

### BATTERY BACKUP

Your telephone service may require electrical power from your home to operate. In the event of a power failure, battery backup is needed to maintain working phone service. A battery backup unit was provided at installation. This will keep your Optical Network Terminal (if provided) powered so you can make calls, including to 911. It is your responsibility to maintain/replace your battery backup power. If you are using a cordless phone or other equipment such as devices used to assist customers with disabilities which require electrical power, they will not work during a power outage, a separate battery backup or a corded telephone may be required. For detailed information such as testing, storage, cordless phone use, service limitations, purchasing and warranties, please visit us online at [att.com/batterybackup](http://att.com/batterybackup) or call 800.288.2020.

### RATE INCREASE

The Federal Universal Service Fee (supports telecommunication needs of low-income households, consumers living in high-cost areas, schools, libraries and rural hospitals), and the Federal Subscriber Line Charge increased on 10/1/2020. Lifeline customers will continue to receive credit for the Federal Subscriber Line Charge. Your current bill reflects the change. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill.

### PAPERLESS BILLING

Want to stop receiving paper bills and enjoy the convenience of paperless billing? Enroll at [att.com/paperless](http://att.com/paperless)

## Terms and Conditions

**THREE PAYMENT OPTIONS:** Electronically: through Automatic Payment Service or Online: AT&T eBill<sup>SM</sup>. At an Authorized Payment Location. Or mail to AT&T PO BOX 5025, Carol Stream, IL 60197-5025.

**BILLING QUESTIONS:** Call us at 800.288.2020, or write to AT&T Residential Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business, 555 E. Cook St., Springfield, IL 62703; or visit [att.com](http://att.com). If you have a complaint you cannot resolve with us, contact the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, <http://consumers.cpuc.ca.gov/complaints> or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711, more information is available at <http://ddtp.cpuc.ca.gov/relay.aspx>. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or call 888.225.5322 or TTY 888.835.5322.

**FEDERAL SURCHARGES:** The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

**TARIFF INFORMATION:** Call 1-888-319-8800 or visit our web site [www.att.com/servicepublications](http://www.att.com/servicepublications).

**CALLER ID SELECTIVE & COMPLETE BLOCKING:** Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial \*67 (1167 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial \*82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

### SERVICE INFORMATION

Your local services are provided by AT&T California (Pacific Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.





ED LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

Page 1 of 4  
Account Number 818 763-9329 476 9  
Billing Date Nov 17, 2020  
Web Site att.com

Bill-At-A-Glance

Previous Bill	2,817.85
Payment	.00
Adjustments	2,919.98
Past Due - Please Pay Immediately	5,737.83
Current Charges	553.38

Amount to be Debited \$6,291.21

Debiting Bank Account on Dec 17, 2020

Billing Summary

Online: att.com/myatt

Plans and Services	93.23
1 800 288-2020	
Other AT&T Long Distance	460.15
1 800 288-2020	
Total Current Charges	553.38

News You Can Use Summary

- PREVENT DISCONNECT
  - ELECTRONIC PAYMENTS
  - CARRIER COST REC FEE
  - RATE INCREASE

See "News You Can Use" for additional information
- CARRIER INFORMATION
  - COST ASSESSMENT CHRG
  - RATE INCREASE

AT&T Benefits

Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$8 package discount for combining your voice service with an additional qualifying product.  
Your monthly savings: \$97.41

Detail of Payments and Adjustments

Item	No.	Date	Description	Adjustments	Payments
	1.	10-29	Return Payment	2,912.91	
	2.	11-19	Late Payment Charge	7.07	
Totals				2,919.98	.00

Plans and Services

Monthly Service - Nov 17 thru Dec 16

Service is billed in advance from the 17th of each month.

3.	Combined Communications Svcs	66.00
	ALL DISTANCE	
	by AT&T California	
	Residence Flat Rate Service	
	Metro Plan	
	Caller ID	
	Call Waiting	
	Call Waiting ID	
	Call Forwarding	
	Call Return	
	Call Screen	
	Priority Ringing	
	Select Call Forwarding	
	Speed Calling 8	
	Three-Way Calling	
	WireProSM	
	Unlmt'd Nationwide Clg Adv 3	
	by AT&T Long Distance	
4.	Caller ID Complete Blocking	.00
	Total Monthly Service	66.00

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.

GO GREEN - Enroll in paperless billing.

Your Bank Account  
Will be Debited on

Dec 17, 2020

Amount to  
Be Debited

\$6,291.21

Billing Date Nov 17, 2020

Account Number 818 763-9329 476 9

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AT&T  
PO BOX 5025  
CAROL STREAM IL 60197-5025

1000 81876393294769 8000000020362 0661900000057378300000629121





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Page 2 of 4  
Account Number 818 763-9329 476 9  
Billing Date Nov 17, 2020

Plans and Services

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Charges for 818 763-9329

Order No. 22222222

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Rates Changed				
(Monthly Charges are Prorated from Oct 1, 2020 to your Billing Date, Nov 17, 2020)				
1.	Rate Change Federal Subscriber Line Charge	1	.73	1.12

Directory Assistance

Local Directory Assistance

1.	Call(s) placed			
2.	1 Call(s) billed at \$2.49 each			2.49

Local Toll

Item No.	Date	Time	Place Called	Number	Code	Min	
Itemized Calls							
3.	11-12	907P	BRBN BRBN CA	818 841-8534	E	1	.00
			EXPRESS CALL COMPLETION				.00

Key to Calling Codes

E Evening

Surcharges and Other Fees

4.	Federal Subscriber Line Charge	5.41
5.	Rate Surcharge	.63CR
6.	State Regulatory Fee	.32
7.	Federal Universal Service Fee	3.70
8.	Carrier Cost Recovery Fee (Long Dist)	2.24
9.	Cost Assessment Charge	.27
Total Surcharges and Other Fees		11.31

Government Fees and Taxes

10.	CA High Cost Fund Surcharge - A:	.22
11.	CA High Cost Fund-B and CA Advanced Svc Fund	.33
12.	California Teleconnect Fund Surcharge	.48
13.	Universal Lifeline Telephone Service Surcharge	2.96
14.	CA Relay Service and Communications Devices Fund	.31
15.	State E911 Surcharge	.30
16.	Local	7.71
Total Government Fees and Taxes		12.31

Total Plans and Services 93.23

AT&T Long Distance

Important Information

Message Regarding Terms & Conditions:

To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications) or call AT&T at the toll free number on your bill.

Account Summary

Description	
Charges for November	460.15
Total Account Summary Charges	460.15

Invoice Summary

(as of NOVEMBER 06, 2020)

Current Charges

Service Charges	.00
Credits and Adjustments	.00
Call Charges	332.15
Surcharges and Other Fees	90.01
Government Fees and Taxes	37.99
Total Invoice Summary	460.15

Service Charges

Monthly Service Charges

Type of Service	Period	Qty	
17. Unl Nation Call Adv3	NOV 05 to DEC 04	1	.00
Total Monthly Service Charges			.00
Total Service Charges			.00

Call Charges - Oct 5th thru Nov 4th

Domestic Usage Summary	Amount
Calls for 818-763-9329	
Domestic Minutes Used	1,858
Number of Calls	81
Total Domestic Direct Dial Charges	.00
Calls for 818-769-3444	
Domestic Minutes Used	106
Number of Calls	17
Total Domestic Direct Dial Charges	.00



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Page 3 of 4  
Account Number 818 763-9329 476 9  
Billing Date Nov 17, 2020

## AT&T Long Distance

### Call Charges - Oct 5th thru Nov 4th - Continued

Total Domestic Minutes Used	1,964	
Total Number of Calls	98	
Total Domestic Usage Charges		.00

### Calls for 818-769-3444

#### International

No.	Date	Time	Place Called	Number	Code	Min		
1.	10-04	803P	CHIHUAHUA MX	526141869432	Y	1:00	3.50	MT
2.	10-06	556P	CHIHUAHUA MX	526141869432	R	28:00	98.00	MT
3.	10-08	549P	CHIHUAHUA MX	526141869432	R	1:00	3.50	MT
4.	10-11	1158A	CHIHUAHUA MX	526141869432	Y	1:00	3.50	MT
5.	10-12	444P	CHIHUAHUA MX	526141869432	R	7:00	24.50	MT
6.	10-14	954A	CHIHUAHUA MX	526141869432	R	24:00	84.00	MT
7.	10-14	753P	CHIHUAHUA MX	526141869432	Y	28:00	98.00	MT
8.	10-15	936A	CHIHUAHUA MX	526141869432	R	1:00	3.50	MT

MT= International Mobile Terminated Call

Subtotal International Calls for 818-769-3444 **318.50**

#### International Mobile Termination Charge Summary

Place Called	# of Calls	Total Rate/Min.	Min.	
9. MEXICO	8	91.0	0.15	13.65
Subtotal MT and/or BT Charges for 818-769-3444				<b>13.65</b>

Total International Calls for 818-769-3444 **332.15**

Total Calls for 818-769-3444 **332.15**

**Total Call Charges 332.15**

### Surcharges and Other Fees

Description	
10. Federal Universal Service Fee	90.01
<b>Total Surcharges and Other Fees</b>	<b>90.01</b>

### Government Fees and Taxes

Description	
11. CA Local Utility Users Tax	37.99
<b>Total Government Fees and Taxes</b>	<b>37.99</b>

#### Key to Calling Codes

R Standard Y Economy Z Other

**Total Other AT&T Long Distance 460.15**

## News You Can Use

### PREVENT DISCONNECT

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$52.20. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

### CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

### ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

### COST ASSESSMENT CHRG

AT&T charges you this monthly per line amount to recover its ongoing costs incurred supporting the administration of local number portability, a government program that enables customers to retain their telephone number when changing service providers. This fee is not a tax or charge that the government requires AT&T to collect from its customers.

### CARRIER COST REC FEE

The Carrier Cost Recovery Fee helps recover costs associated with providing state-to-state and international long distance service, including expenses for national regulatory fees and programs, as well as connection and account servicing charges.

### RATE INCREASE

The per minute rate for Local ZUM Zones 1, 2 and 3 calls will increase from \$0.25 to \$0.30 on 1/1/2021. Customers with Flat Rate service are not affected by ZUM 1 or 2 rate changes. Subscriber to plans with unlimited Zone 3 calling are not affected by the ZUM Zone 3 rate change. For more information, please visit us at [att.com](http://att.com) or call 800.288.2020.

### RATE INCREASE

The monthly rate for Residence Flat Rate Service will increase by \$2.50 on 1/1/2021. For most customers, the monthly rate will increase from \$27.00 to \$29.50. For customers with Extended Area Service, Foreign Exchange or Personal ISDN Services, rates vary but the increase will be \$2.50. Lifeline customers will receive a separate message. Customers with packages will see a separate bill notice if impacted by this increase. If you have questions or to learn more about our money-saving services, visit [att.com](http://att.com) or call 800.288.2020.

### SURCHARGE INCREASE

The CA High Cost Fund-B surcharge and the CA Advanced Service Fund surcharge together make up the CA High Cost Fund-B and CA Advanced Service Fund line item that appears in the Government Fees and Taxes section of your bill. The CA Advanced Service Fund surcharge element, previously set at 0.56%, is increasing to 1.019% effective 12/1/2020. For more information, please visit us online at [att.com](http://att.com) or call the number on your bill.



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TOLUCA LAKE CA 91602 - 1619

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Account Number 818 763-9329 476 9  
Billing Date Nov 17, 2020

## News You Can Use

### SURCHARGE INCREASE

The CA High Cost Fund-A surcharge will increase from 0.35% to 0.70% on 12/1/2020. It appears on your bill under the Government Fees and Taxes section of your bill. For more information, please visit us online at [att.com](http://att.com) or call the number on your bill.

### PAPERLESS BILLING

Want to stop receiving paper bills and enjoy the convenience of paperless billing? Enroll at [att.com/paperless](http://att.com/paperless)

## Terms and Conditions

**THREE PAYMENT OPTIONS:** Electronically: through Automatic Payment Service or Online: AT&T eBill<sup>SM</sup>. At an Authorized Payment Location. Or mail to AT&T PO BOX 5025, Carol Stream, IL 60197-5025.

**BILLING QUESTIONS:** Call us at 800.288.2020, or write to AT&T Residential Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business, 555 E. Cook St., Springfield, IL 62703; or visit [att.com](http://att.com). If you have a complaint you cannot resolve with us, contact the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, <http://consumers.cpuc.ca.gov/complaints> or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711, more information is available at <http://ddtp.cpuc.ca.gov/relay.aspx>. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or call 888.225.5322 or TTY 888.835.5322.

**FEDERAL SURCHARGES:** The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

**TARIFF INFORMATION:** Call 1-888-319-8800 or visit our web site [www.att.com/servicepublications](http://www.att.com/servicepublications).

**CALLER ID SELECTIVE & COMPLETE BLOCKING:** Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial \*67 (1167 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial \*82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

### SERVICE INFORMATION

Your local services are provided by AT&T California (Pacific Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.





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4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

Page 1 of 3  
Account Number 818 763-9329 476 9  
Billing Date Dec 17, 2020  
Web Site att.com

Bill-At-A-Glance

Previous Bill	6,291.21
Payment	25.20CR
Adjustments	7.13
Past Due - Please Pay Immediately	6,273.14
Current Charges	89.65

Amount to be Debited \$6,362.79

Debiting Bank Account on Jan 17, 2021

Billing Summary

Online: att.com/myatt

Plans and Services	89.65
1 800 288-2020	
Other AT&T Long Distance	.00
1 800 288-2020	
Total Current Charges	89.65

News You Can Use Summary

- PREVENT DISCONNECT
  - ELECTRONIC PAYMENTS
  - CARRIER COST REC FEE
  - WHITE PAGE DIRECTORY

See "News You Can Use" for additional information
- CARRIER INFORMATION
  - COST ASSESSMENT CHRG
  - PAPERLESS BILLING

AT&T Benefits

Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$8 package discount for combining your voice service with an additional qualifying product.  
Your monthly savings: \$97.41

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1.	11-23	Payment		25.20
2.	12-18	Late Payment Charge	7.13	
Totals			7.13	25.20

Plans and Services

Monthly Service - Dec 17 thru Jan 16	
3. Combined Communications Svcs	66.00
ALL DISTANCE	
by AT&T California	
Residence Flat Rate Service	
Metro Plan	
Caller ID	
Call Waiting	
Call Waiting ID	
Call Forwarding	
Call Return	
Call Screen	
Priority Ringing	
Select Call Forwarding	
Speed Calling 8	
Three-Way Calling	
WireProSM	
Unltd Nationwide Clg Adv 3	
by AT&T Long Distance	
4. Caller ID Complete Blocking	.00
Total Monthly Service	66.00

Surcharges and Other Fees	
5. Federal Subscriber Line Charge	5.41
6. Rate Surcharge	.60CR
7. State Regulatory Fee	.31
8. Federal Universal Service Fee	3.70
9. Carrier Cost Recovery Fee (Long Dist)	2.24

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.

GO GREEN - Enroll in paperless billing.

Your Bank Account Will be Debited on Jan 17, 2021 Amount to Be Debited \$6,362.79



Billing Date Dec 17, 2020

Account Number 818 763-9329 476 9

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4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

AT&T  
PO BOX 5025  
CAROL STREAM IL 60197-5025

1000 81876393294769 5000000021027 0661900000062731400000636279



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TOLUCA LAKE CA 91602 - 1619

Page 2 of 3  
Account Number 818 763-9329 476 9  
Billing Date Dec 17, 2020

Plans and Services

Surcharges and Other Fees - Continued

1. Cost Assessment Charge	.27
Total Surcharges and Other Fees	11.33

Government Fees and Taxes

2. CA High Cost Fund Surcharge - A:	.42
3. CA High Cost Fund-B and CA Advanced Svc Fund	.60
4. California Teleconnect Fund Surcharge	.46
5. Universal Lifeline Telephone Service Surcharge	2.84
6. CA Relay Service and Communications Devices Fund	.30
7. State E911 Surcharge	.30
8. Local	7.40
Total Government Fees and Taxes	12.32

Total Plans and Services	89.65
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AT&T Long Distance

Important Information

Message Regarding Terms & Conditions:  
To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications) or call AT&T at the toll free number on your bill.

Account Summary

Description	
Charges for December	.00
Total Account Summary Charges	.00

Invoice Summary

(as of DECEMBER 06, 2020)

Current Charges

Service Charges	.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	.00
Government Fees and Taxes	.00
Total Invoice Summary	.00

Service Charges

Monthly Service Charges

Type of Service	Period	Qty	
9. Unl Nation Call Adv3	DEC 05 to JAN 04	1	.00
Total Monthly Service Charges			.00
Total Service Charges			.00

Service Charges - Continued

Domestic Usage Summary	Amount
Calls for 818-763-9329	
Domestic Minutes Used	1,715
Number of Calls	73
Total Domestic Direct Dial Charges	.00
Total Call Charges	.00
Total Other AT&T Long Distance	.00

News You Can Use

PREVENT DISCONNECT

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$54.00. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

CARRIER INFORMATION

Our records indicate that you have selected AT&T Long Distance or a company that resells their services as your primary local toll carrier and AT&T Long Distance or a company that resells their services as your primary long distance carrier. Please contact us if this does not agree with your records.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at [www.att.com](http://www.att.com).

COST ASSESSMENT CHRG

AT&T charges you this monthly per line amount to recover its ongoing costs incurred supporting the administration of local number portability, a government program that enables customers to retain their telephone number when changing service providers. This fee is not a tax or charge that the government requires AT&T to collect from its customers.

CARRIER COST REC FEE

The Carrier Cost Recovery Fee helps recover costs associated with providing state-to-state and international long distance service, including expenses for national regulatory fees and programs, as well as connection and account servicing charges.

PAPERLESS BILLING

Want to stop receiving paper bills and enjoy the convenience of paperless billing? Enroll at [att.com/paperless](http://att.com/paperless).

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Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for automatic payment at [www.att.com/stoppaper](http://www.att.com/stoppaper) using your checking account. It's easy, secure, and convenient!



ED LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

Page 3 of 3  
Account Number 818 763-9329 476 9  
Billing Date Dec 17, 2020

## News You Can Use

### WHITE PAGE DIRECTORY

To get your free copy of the AT&T White Page directory, where available, please call 844.339.6334 or visit [www.therealyellowpages.com](http://www.therealyellowpages.com). Some directories will move to a 14+ month publication. If you would like a directory based on your normal cycle, please call the number above. Questions? Please visit us at [att.com](http://att.com) or call the toll free number on your bill.

## Terms and Conditions

**THREE PAYMENT OPTIONS:** Electronically: through Automatic Payment Service or Online: AT&T eBill<sup>SM</sup>. At an Authorized Payment Location. Or mail to AT&T PO BOX 5025, Carol Stream, IL 60197-5025.

**BILLING QUESTIONS:** Call us at 800.288.2020, or write to AT&T Residential Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business, 555 E. Cook St., Springfield, IL 62703; or visit [att.com](http://att.com). If you have a complaint you cannot resolve with us, contact the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, <http://consumers.cpuc.ca.gov/complaints> or call 800.649.7570. The CPUC's DDTP program offers assistance to individuals with hearing and speaking limitations including California Relay Service available by dialing 711, more information is available at <http://ddtp.cpuc.ca.gov/relay.aspx>. If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or call 888.225.5322 or TTY 888.835.5322.

**FEDERAL SURCHARGES:** The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

**TARIFF INFORMATION:** Call 1-888-319-8800 or visit our web site [www.att.com/servicepublications](http://www.att.com/servicepublications).

**CALLER ID SELECTIVE & COMPLETE BLOCKING:** Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial \*67 (1167 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial \*82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.

### SERVICE INFORMATION

Your local services are provided by AT&T California (Pacific Bell Telephone Company). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance (SBC Long Distance, LLC), and AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Guidebooks, Service Guides and/or Tariffs, go to [att.com/servicepublications](http://att.com/servicepublications). Terms and Conditions governing any other de-tariffed and non-regulated services you may have are also available on this website. Terms and Conditions may change from time to time. These Terms include provisions regarding how to resolve any dispute you might have, and include an ARBITRATION CLAUSE. You should review the Terms on a regular basis.





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4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

Page 1 of 4  
Account Number 818 763-9329 476 9  
Billing Date Jan 17, 2021  
Web Site att.com

### Bill-At-A-Glance

Previous Bill	6,362.79
Payment	27.00CR
Adjustments	7.13
Past Due - Please Pay Immediately	6,342.92
Current Charges	93.42

**Amount to be Debited \$6,436.34**

Debiting Bank Account on Feb 17, 2021

### Billing Summary

Online: att.com/myatt

<b>Plans and Services</b>	93.42
1 800 288-2020	
<b>Other AT&amp;T Long Distance</b>	.00
1 800 288-2020	
<b>Total Current Charges</b>	93.42

### News You Can Use Summary

- PREVENT DISCONNECT
  - ELECTRONIC PAYMENTS
  - CARRIER COST REC FEE
  - INTERCEPT EXTENSION
  - CARRIER INFORMATION
  - COST ASSESSMENT CHRG
  - PAPERLESS BILLING
- See "News You Can Use" for additional information

### AT&T Benefits

Thank you for choosing AT&T. Your ALL DISTANCE® service includes a \$8 package discount for combining your voice service with an additional qualifying product.  
Your monthly savings: \$99.91

### Detail of Payments and Adjustments

Item	No.	Date	Description	Adjustments	Payments
	1.	12-28	Payment		27.00
	2.	1-20	Late Payment Charge	7.13	
Totals				7.13	27.00

### Plans and Services

#### Monthly Service - Jan 17 thru Feb 16

Service is billed in advance from the 17th of each month.

3. Combined Communications Svcs	66.00
ALL DISTANCE	
by AT&T California	
Residence Flat Rate Service	
Metro Plan	
Caller ID	
Call Waiting	
Call Waiting ID	
Call Forwarding	
Call Return	
Call Screen	
Priority Ringing	
Select Call Forwarding	
Speed Calling 8	
Three-Way Calling	
WireProSM	
Unltd Nationwide Clg Adv 3	
by AT&T Long Distance	
4. Caller ID Complete Blocking	.00
<b>Total Monthly Service</b>	<b>66.00</b>

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.

GO GREEN - Enroll in paperless billing.

Your Bank Account  
Will be Debited on

**Feb 17, 2021**

Amount to  
Be Debited

**\$6,436.34**

Billing Date Jan 17, 2021

Account Number **818 763-9329 476 9**

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TOLUCA LAKE CA 91602 - 1619

AT&T  
PO BOX 5025  
CAROL STREAM IL 60197-5025

1000 81876393294769 9000000021058 0661900000063429200000643634



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Page 2 of 4  
Account Number 818 763-9329 476 9  
Billing Date Jan 17, 2021

Plans and Services

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Charges for 818 763-9329

Order No. 22222222

Item	Quantity	Monthly Rate	Amount Billed
No. Description			
Rates Changed			
(Monthly Charges are Prorated from Jan 1, 2021 to your Billing Date, Jan 17, 2021)			
1. Rate Change	1	.26	.14
Federal Universal Service Fee			

Directory Assistance

Local Directory Assistance

1	Call(s) placed	
2.	1 Call(s) billed at \$2.49 each	2.49

Surcharges and Other Fees

3.	Federal Subscriber Line Charge	5.41
4.	Rate Surcharge	.63CR
5.	State Regulatory Fee	.32
6.	Federal Universal Service Fee	4.35
7.	Carrier Cost Recovery Fee (Long Dist)	2.24
8.	Cost Assessment Charge	.27
Total Surcharges and Other Fees		11.96

Government Fees and Taxes

9.	CA High Cost Fund Surcharge - A:	.44
10.	CA High Cost Fund-B and CA Advanced Svc Fund	.63
11.	California Teleconnect Fund Surcharge	.48
12.	Universal Lifeline Telephone Service Surcharge	2.96
13.	CA Relay Service and Communications Devices Fund	.31
14.	State E911 Surcharge	.30
15.	Local	7.71
Total Government Fees and Taxes		12.83

Total Plans and Services 93.42

AT&T Long Distance

Important Information

Message Regarding Terms & Conditions:

To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications) or call AT&T at the toll free number on your bill.

Account Summary

Description	
Charges for January	.00
Total Account Summary Charges	.00

Account Summary - Continued

Description

Invoice Summary

(as of JANUARY 06, 2021)

Current Charges

Service Charges	.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	.00
Government Fees and Taxes	.00
Total Invoice Summary	.00

Service Charges

Monthly Service Charges

Type of Service	Period	Qty	
16. Unl Nation Call Adv3	JAN 05 to FEB 04	1	.00
Total Monthly Service Charges			.00

Total Service Charges .00

Call Charges - Dec 5th thru Jan 4th

Domestic Usage Summary	Amount
Calls for 818-763-9329	
Domestic Minutes Used	1,336
Number of Calls	72
Total Domestic Direct Dial Charges	.00

Total Call Charges .00

Total Other AT&T Long Distance .00

News You Can Use

PREVENT DISCONNECT

All charges must be paid each month to keep your account current. However, "basic service" and its applicable taxes and surcharges MUST be paid to avoid disconnection. Currently, for this account that amount is \$56.50. Failure to pay non-basic charges may result in other collection activities, including restriction of toll calls.

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Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for automatic payment at [www.att.com/stoppaperusingyourcheckingaccount](http://www.att.com/stoppaperusingyourcheckingaccount). It's easy, secure, and convenient!



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Page 3 of 4  
Account Number 818 763-9329 476 9  
Billing Date Jan 17, 2021

## News You Can Use

### CARRIER INFORMATION

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### PAPERLESS BILLING

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### INTERCEPT EXTENSION

AT&T will be eliminating its Intercept Extension Service on or after 4/30/2021. Intercept Extension Service (also known as Intercept Referral Extension Service or Number Referral Service, additional months) extends intercept beyond the free period. Customers currently using Intercept Extension Service will receive the service through the end date of their paid extension. Intercept service uses a standard announcement to inform callers that the number they attempted to reach has been disconnected or is no longer in service. Questions, please call us at the toll free number on your bill.

### WHITE PAGE DIRECTORY

To get your free copy of the AT&T White Page directory, where available, please call 844.339.6334 or visit [www.therealyellowpages.com](http://www.therealyellowpages.com). Some directories will move to a 14+ month publication. If you would like a directory based on your normal cycle, please call the number above. Questions? Please visit us at [att.com](http://att.com) or call the toll free number on your bill.

### RATE INCREASE

The monthly rate for ALL DISTANCE®, with the following classes of service, will increase on 3/1/2021: Flat Rate Service from \$60 to \$62 and Measured Rate Service from \$57.25 to \$59.25. California LifeLine customers will continue to receive applicable Federal and State LifeLine credits. Subscribers with Foreign Exchange Service or Extended Area Service will see the same \$2 increase in their rates. For more information, please visit [att.com](http://att.com) or call 800.288.2020.

### RATE INCREASE

The monthly rate for Anonymous Call Rejection, Busy Call Forwarding, Caller ID, Call Forwarding, Call Return, Call Screen, Call Waiting, Delayed Call Forwarding, Priority Ringing, Repeat Dialing, Select Call Forwarding, Speed Calling 8 and Three-Way Calling will increase from \$11.49 to \$11.99, each, on 3/1/2021. You will not be impacted by this increase if you subscribe to these features as part of a package. If you have any questions or to learn more about our money-saving services, please visit us at [att.com](http://att.com) or call 800.288.2020.

### RATE INCREASE

If you have Unified Messaging as part of your package, the rate will increase from \$8.49 to \$8.99 on 3/1/2021. If you have any questions or to learn more about our money-saving services, visit [att.com](http://att.com) or call 800.288.2020.

### RATE

Local Toll (IntraLATA) Day, Evening & Weekend per minute in-state rates will increase from \$0.59 to \$0.64 on 3/1/2021. This change does not apply to AT&T Long Distance rates. For more information, please visit [att.com](http://att.com) or call 800.288.2020.

### RATE INCREASE

If you have WirePro as part of your package, the rate will increase from \$6 to \$6.50 on 3/1/2021. If you have any questions or to learn more about our money-saving services, visit [att.com](http://att.com) or call 800.288.2020.

### RATE INCREASE

The Federal Universal Service Fee (supports telecommunication needs of low-income households, consumers living in high-cost areas, schools, libraries and rural hospitals) increased on 1/1/2021. Your current bill reflects the change. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill.

### DURING AN EMERGENCY

In an emergency, please do NOT call your Local ("0") or Long Distance ("00") Operator as it will cause unnecessary delay in help from emergency responders. Dial 9-1-1 for help when there is an emergency that poses an immediate threat to your life or property.

### CA COVID-19 NOTICE

Residential and Small Business voice service customers facing financial difficulty may be eligible to delay paying service or late fees or disconnection for non-payment through April 16, 2021. Please visit [att.com/covid](http://att.com/covid) or call 800.288.2020 to make payment arrangements.



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Account Number 818 763-9329 476 9  
Billing Date Jan 17, 2021

## Terms and Conditions

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4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

Page 1 of 3  
Account Number 818 763-9329 476 9  
Billing Date Feb 12, 2021  
Web Site att.com

Bill-At-A-Glance

Previous Bill	6,436.34
Payment	.00
Adjustments	.00
Past Due - Please Pay Immediately	6,436.34
Current Charges	20.44CR

Amount to be Debited \$6,415.90

Debiting Bank Account on Mar 1, 2021  
FINAL BILL

Billing Summary

Online: att.com/myatt

Plans and Services	20.44CR
1 800 288-2020	
AT&T Long Distance	.00
1 800 288-2020	
Total Current Charges	20.44CR

Plans and Services

Monthly Service - Feb 12 thru Mar 11

Service is billed in advance from the 12th of each month.  
1. Caller ID Selective Blocking .00

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Charges for 818 763-9329

Order No. D83931127

Item No.	Description	Quantity	Monthly Rate	Amount Billed
Services Disconnected (Monthly Charges were Billed in Advance and are Prorated from Feb 9, 2021 to Feb 17, 2021)				
2.	Combined Communications Svcs	1	66.00	15.40CR
(Monthly Charges were Billed in Advance and are Prorated from Feb 9, 2021 to Feb 17, 2021)				
3.	Cost Assessment Charge	1	.27	.06CR
4.	Federal Subscriber Line Charge	1	5.41	1.26CR
5.	Federal Universal Service Fee	1	1.72	.40CR
Total 818 763-9329				17.12CR
Total Additions and Changes to Service				17.12CR

Surcharges and Other Fees

6.	Rate Surcharge			.14
7.	State Regulatory Fee			.08CR
8.	Federal Universal Service Fee			.45CR
Total Surcharges and Other Fees				.39CR

Government Fees and Taxes

9.	CA High Cost Fund Surcharge - A:			.09CR
10.	CA High Cost Fund-B and CA Advanced Svc Fund			.14CR
11.	California Teleconnect Fund Surcharge			.10CR
12.	Universal Lifeline Telephone Service Surcharge			.66CR
13.	CA Relay Service and Communications Devices Fund			.07CR
14.	Federal			.34CR
15.	Local			1.53CR
Total Government Fees and Taxes				2.93CR

Total Plans and Services 20.44CR

News You Can Use Summary

- ELECTRONIC PAYMENTS
- CARRIER COST REC FEE
- INTERCEPT EXTENSION
- CA COVID-19 NOTICE
- See "News You Can Use" for additional information
- FINAL BILL VIDEO
- PAPERLESS BILLING
- DURING AN EMERGENCY

AT&T Long Distance

Important Information

Message Regarding Terms & Conditions:

Local Services provided by AT&T California or AT&T Nevada based upon the service address location.

GO GREEN - Enroll in paperless billing.

Your Bank Account  
Will be Debited on

Mar 1, 2021

Amount to  
Be Debited

\$6,415.90

Billing Date Feb 12, 2021

Account Number 818 763-9329 476 9

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4724 FORMAN AVE  
TOLUCA LAKE CA 91602 - 1619

AT&T  
PO BOX 5025  
CAROL STREAM IL 60197-5025



1100 81876393294769 3000000021080 0662900000064363400000641590



AT&T Long Distance

Important Information - Continued

To view your Terms & Conditions for AT&T Long Distance, access [www.att.com/servicepublications](http://www.att.com/servicepublications) or call AT&T at the toll free number on your bill.

Account Summary

Description

Charges for February	.00
Total Account Summary Charges	.00

Invoice Summary

(as of FEBRUARY 06, 2021)

Current Charges

Service Charges	.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	.00
Government Fees and Taxes	.00
Total Invoice Summary	.00

Service Charges

Monthly Service Charges

Type of Service	Period	Qty	
1. Unl Nation Call Adv3	FEB 05 to MAR 04	1	.00
Total Monthly Service Charges			.00

Total Service Charges	.00
-----------------------	-----

Call Charges - Jan 5th thru Feb 4th

Domestic Usage Summary	Amount
Calls for 818-763-9329	
Domestic Minutes Used	1,597
Number of Calls	58
Total Domestic Direct Dial Charges	.00

Total Call Charges	.00
--------------------	-----

Total Other AT&T Long Distance	.00
--------------------------------	-----

News You Can Use

ELECTRONIC PAYMENTS

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FINAL BILL VIDEO

Need help reading your final bill? Visit [att.com/finalbillvideo](http://att.com/finalbillvideo) to view a helpful video.

CARRIER COST REC FEE

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CA COVID-19 NOTICE

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CREDIT BALANCE

If you have a credit balance on your final bill, the refund will be issued upon return of AT&T owned equipment. If your refund is not received after 60 days from your final bill date, please visit [www.resolve.att.com](http://www.resolve.att.com) to submit a refund request. If you have any questions, please call AT&T at 800.288.2020.

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot process the transaction electronically, you authorize AT&T to present an image copy of your check for payment. Your original check will be destroyed once processed. If your check is returned unpaid you agree to pay such fees as identified in the terms and conditions of your AT&T Service Agreement. Returned checks may be presented electronically. If you want to save time and stamps, sign up for automatic payment at [www.att.com/stoppaper](http://www.att.com/stoppaper) using your checking account. It's easy, secure, and convenient!



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4724 FORMAN AVE  
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Page 3 of 3  
Account Number 818 763-9329 476 9  
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**BILLING QUESTIONS:** Call us at 800.288.2020,or write to AT&T Residential Service, 2150 Webster Street, Room 401, Oakland, CA 94612; or AT&T Business, 555 E. Cook St., Springfield, IL 62703; or visit att.com. If you have a complaintyou cannot resolve with us, contact the California Public Utilities Commission (CPUC) at Consumer Affairs Branch, 505 Van Ness Ave, Room 2003, San Francisco, CA 94102, <http://consumers.cpuc.ca.gov/complaints> or call 800.649.7570. The CPUC's DDTP program offers assistanceto individuals with hearing and speakinglimitations including California Relay Service available by dialing 711, more information is available at <http://ddtp.cpuc.ca.gov/relay.aspx> If your complaint concerns interstate or international calling, write the FCC at Consumer Complaints, 445 12th Street SW, Washington, D.C. 20554, or call 888.225.5322or TTY 888.835.5322.

**FEDERAL SURCHARGES:** The Federal Universal Service Fee and the Federal Subscriber Line Charge are charges imposed by action of the Federal Communications Commission.

**TARIFF INFORMATION:** Call 1-888-319-8800or visit our web site [www.att.com/servicepublications](http://www.att.com/servicepublications).

**CALLER ID SELECTIVE & COMPLETE BLOCKING:** Caller ID sends your name and phone number to the person or business called. Selective Call Blocking prevents your information from being displayed for one call. Dial \*67 (1167 - rotary phones) before calling. Complete Blocking keeps your information from being displayed on all of your calls except those you elect not to block. Dial \*82 (1182 - rotary phones) to unblock. No blocking on 911, 800 and 900 calls. Both blocking options are free.





July 17, 2020  
Account Number: 8448 20 018 8133994  
Security Code: 2281  
Service At: 4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

## Auto Pay Notice

### Have questions about your bill?

Visit us at [Spectrum.net/billing](https://Spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

### Summary

Service from 07/17/20 through 08/16/20  
details on following pages

Previous Balance	136.01
Payments Received -Thank You!	-136.01
<b>Remaining Balance</b>	<b>\$0.00</b>
Spectrum TV™	47.98
Internet Services	59.99
Spectrum Voice™	9.99
Other Charges	13.50
Taxes, Fees and Charges	4.55
Current Charges	\$136.01
YOUR AUTO PAY WILL BE PROCESSED 08/04/20	
<b>Total Due by Auto Pay</b>	<b>\$136.01</b>

### Thank you for choosing Spectrum.

To avoid a late fee, the BALANCE must be paid by the DUE DATE. We appreciate your prompt payment and value you as a customer.

**Auto Pay** Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.

**NOTE.** Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

**Enrolled in Auto Pay:** Your Auto Pay payment will be deducted on your due date.

**At Spectrum, we continue to enhance our services in order to offer more of the best entertainment and communication choices, and to deliver the best value.** We are committed to offering you products and services we are sure you will enjoy.

Programming fees charged by the TV networks we carry are the greatest single factor in higher cable prices, and continue to rise. Despite our best efforts to control these costs, this has resulted in a change in the rates we charge our customers.

### Important Billing Update

Effective with your next billing statement, monthly pricing will change as follows:

- Broadcast TV Surcharge will increase by \$2.95. This reflects costs incurred from local Broadcast TV stations.
- Spectrum TV Select will increase by \$1.50.
- If you are currently on a promotion, the increase may not become effective until the end of your promotion period.



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652  
8448 2000 NO RP 17 07182020 NNNYNNNN 01 996260

LOUIS LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

July 17, 2020

**LOUIS LOCCISANO**

Account Number: 8448 20 018 8133994  
Service At: 4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

**Total Due by Auto Pay** **\$136.01**

SPECTRUM  
PO BOX 60074  
CITY OF INDUSTRY CA 91716-0074

844820018813399400136010

Account Number: LOUIS LOCCISANO  
8448 20 018 8133994  
Security Code: 2281

Have questions about your bill?  
Visit us at [Spectrum.net/billing](https://Spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 07182020 NNNYNNNN 01 996260

## Charge Details

Previous Balance		136.01
EFT Payment	07/05	-136.01
<b>Remaining Balance</b>		<b>\$0.00</b>

Payments received after 07/17/20 will appear on your next bill.

Service from 07/17/20 through 08/16/20

## Spectrum TV™

Spectrum TV Select	72.49
Basic TV & Expanded Basic TV Services	
Promo Discount - 24 Months	-32.50
Spectrum Receiver	7.99
DVR Service	12.99
Promo Discount - 24 Months	-12.99
	<b>\$47.98</b>

**Spectrum TV™ Total \$47.98**

## Internet Services

Spectrum Internet Ultra	25.00
Promo Discount	-5.00
Spectrum Internet	65.99
Promo Discount - 24 Months	-26.00
WiFi Service	5.00
WiFi Free W/ultra_gig	-5.00
	<b>\$59.99</b>

**Internet Services Total \$59.99**

## Spectrum Voice™

## Phone number (747) 203-8246

Unlimited Long Distance	9.99
Pkg Includes: Phone Line, Modem, Up to 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$9.99</b>

For additional call details,  
please visit [SpectrumBusiness.net](https://SpectrumBusiness.net)

**Spectrum Voice™ Total \$9.99**

## Other Charges

Broadcast TV Surcharge	13.50
<b>Other Charges Total</b>	<b>\$13.50</b>

## Taxes, Fees and Charges

PEG Capital Fee	0.72
Franchise Fee	3.75
Regulatory Cost Recovery Fee	0.08
<b>Taxes, Fees and Charges Total</b>	<b>\$4.55</b>

**Current Charges \$136.01**

**Total Due by Auto Pay \$136.01**

## Messages continued from page 1

**Channel Lineup and Rate Card:** To obtain the current channel lineup available in your area, please go to [Spectrum.com/channels](https://Spectrum.com/channels) or contact us at **1-855-707-7328** to request a paper copy be mailed to your home. For a complete listing of services and rates visit [www.spectrum.com/ratecard](https://www.spectrum.com/ratecard)

Continued on the next page....

Local Spectrum Store: 8000 Van Nuys Blvd, Van Nuys CA 91402 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Visit [Spectrum.com/stores](https://Spectrum.com/stores) for store locations. For questions or concerns, visit [Spectrum.net/support](https://Spectrum.net/support)



Account Number: LOUIS LOCCISANO  
8448 20 018 8133994  
Security Code: 2281

**Have questions about your bill?**Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 07182020 NNNNNNNN 01 996260

**Messages continued from page 1**

**Billing Statements.** Braille or large print billing statements are available by request and can be provided within 30 days of Spectrum's receipt of the request. To request these statement options, contact Spectrum's Customer Care Billing Department at 1-855-707-7328.

**Telecommunications Relay Service (TRS)**

The Federal Communications Commission (FCC) has adopted use of the 711 dialing code for access to Telecommunications Relay Services. (TRS) TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

For more information about the various types of TRS, see the FCC's consumer fact sheet at <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>. Please dial 711 to be connected to a TRS Center.

**PLANNING A MOVE? We can help, and we're ready when you are.**

Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-installkits to enable you to connect on your own terms, with easy step-by-step instructions included. Call 1-844-873-4373 or visit [Spectrum.com/easymove](https://spectrum.com/easymove)

**Download the latest version of the My Spectrum App from your device's app store.**

The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

**Alternate Statement Formats** - Alternative formats of Spanish, Spanish or English Braille and Spanish or English large print are available for future billing statements and customer communications, by request, and can be provided within 30 days of Spectrum's receipt of the request. To request an alternative format option, please contact Spectrum at 1-844-762-1301.

**Broadcast TV Surcharge** - The Broadcast TV Surcharge is a fee reflecting charges assessed to Spectrum by the owners of local broadcast and local "network-affiliated" TV stations.

**Authorization to Convert your Check to an Electronic Funds Transfer Debit**

If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

**Late Fee** - This bill is now due and payable. A late payment charge of \$4.75 will be assessed if the account is past due. Please contact Spectrum with bill questions. If your questions remain unresolved, you may contact the CPUC's Consumer Affairs Branch at 1-800-649-7570.

**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-707-7328 or email [PriorityEscalationTeam@chartercom.com](mailto:PriorityEscalationTeam@chartercom.com). For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com). To follow up on a written closed captioning concern only, please call 1-877-276-7432.

**Franchise Administrator** - City of Los Angeles, Information Technology Agency 200 N Main St, City Hall East, 14th Floor, Los Angeles CA 90012 Telephone and TDD: 3-1-1 One Call To City Hall or <http://www.lacity.org>

**Complaint Procedures** - You have 60 days from the billing date to register a complaint if you disagree with your charges.

**Spectrum Voice Provider** - Time Warner Cable Information Services (California), LLC

**The following taxes, fees and surcharges are included in the price of the applicable service** - TAXES: UTILITY USERS TAX-TELECOMMUNICATION \$0.70. FEES AND CHARGES: CA RELAY SERVICE & COMM. DEVICEFUND \$0.03, CASF AND HIGH COST B SURCHARGE \$0.03, CTF - CA TELECONNECT FUND \$0.04, E911 SURCHARGE \$0.32, FEDERAL UNIVERSAL SVC RECOVERY FEE \$0.40, HIGH COST FUND SURCHARGE A \$0.02, REGULATORY COST REC.

Spectrum participates in the California LifeLine Program which provides discounted home phone service to eligible households. To find out if you are eligible, visit [www.californialifeline.com](http://www.californialifeline.com) or call us at the Customer Service number on your bill to apply. Only one discount is available per household (except for TTY/TDD participants who may be eligible for a discount on their second phone line). You will be required to provide the last four digits of your Social Security Number and your date of birth to apply.

You may obtain additional information concerning your privacy rights with regard to telephone solicitation in the following publication: <https://www.consumer.ftc.gov/articles/0262-stopping-unsolicited-mail-phone-calls-and-email>

**Billing Information**

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](https://spectrum.com/policies).

**Spectrum Receiver \$7.99** - Charges include \$6.99 for Receiver Rental and \$1.00 for Secure Connection.

**Programming Changes** - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on [spectrum.net/programmingnotices](https://spectrum.net/programmingnotices).

**Spectrum Terms and Conditions of Service** - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.



Account Number: **LOUIS LOCCISANO**  
8448 20 018 8133994  
Security Code: **2281**

**Have questions about your bill?**Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 07182020 NNNYNNNN 01 996260

Your name and/or phone number are provided to those you call in connection with Caller ID functions. You may dial \*67 to prevent display of your Caller ID. Caller ID blocking may not prevent that display when you dial certain business or emergency numbers, 911, or toll-free numbers.

**Billing** - This bill is now due and payable; it becomes subject to a late payment charge if not paid within 15 calendar days of presentation date. Should you question this bill, please request an explanation from Time Warner Cable Information Services (California), LLC.

If you believe you have been billed incorrectly you may file a complaint with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102. To avoid having service disconnected, payment of the disputed bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to the CLEC pending the outcome of the Commission's Consumer Affairs Branch review. The Consumer Affairs Branch shall review the basis of the billed amount, communicate the results of its review to the parties and inform you of your recourse to pursue the matter further with the Commission.

If you believe there is an error on your bill or have a question about your service, please call **Time Warner Cable Information Services (California), LLC** customer support at **1-888-438-2427**.

If you are not satisfied with **Time Warner Cable Information Services (California), LLC** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well as their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call, Language and Toll-free 800 Number

TTY/VCO/HCO to Voice: English 1-800-735-2929  
Spanish 1-800-855-3000

Voice to TTY/VCO/HCO: English 1-800-735-2922  
Spanish 1-800-855-3000

From or to Speech-to-Speech: English & Spanish 1-800-854-7784



## Annual Notice of Your Rights Regarding the National Do Not Call Registry

- You have a right to give or revoke notification of your objection to receiving telephone solicitations via the National Do Not Call Registry.
- Telephone numbers placed on the National Do Not Call Registry will remain on it permanently due to the Do-Not-Call Improvement Act of 2007.  
For more information see <https://www.ftc.gov/opa/2008/04/dncfyi.shtm>.
- Registration is free and will not expire. Cell phones can also be registered.
- To obtain more information or to register online, contact <https://www.donotcall.gov> or call **1-888-382-1222**; to register by TTY call **1-866-290-4236**.



## Aviso Anual sobre Sus Derechos con Respecto al Registro Nacional “No Llamar”

- Usted tiene derecho a notificar o revocar la notificación de su objeción a recibir solicitudes telefónicas a través del Registro Nacional “No Llamar”.
- Los números de teléfono que se encuentran en el Registro Nacional “No Llamar” permanecerán en él de manera permanente debido a la Ley para la Mejora del Registro “No Llamar” de 2007. Encuentre más información en <https://www.ftc.gov/opa/2008/04/dncfyi.shtm>.
- La inscripción es gratis y no vencerá. También se pueden inscribir teléfonos celulares.
- Para obtener más información o inscribirse en línea, póngase en contacto con <https://www.donotcall.gov> o llame al **1-888-382-1222**; para inscribirse por TTY, llame al **1-866-290-4236**.

Account:  
Security Code:

LOUIS LOCCISANO  
8448 20 018 8133994  
2281



## 2020 Annual Privacy Notice

Your privacy is important to Charter. We value the trust you place in us when you subscribe to Spectrum branded cable video, Internet, phone, and/or home security services (collectively, the "Spectrum Services"). We take seriously the responsibility of protecting your privacy and the information we collect about you.

This Annual Privacy Notice describes the types of information we collect; how we use and share that information; and the choices you have regarding such use and sharing. It also describes the legal limitations imposed on our collection, use and sharing of information that personally identifies you; how long we maintain that information; how you may access, review and correct that information; and your rights under federal law and this Annual Privacy Notice concerning such information.

The commitments in this Annual Privacy Notice reflect our core business objective of providing you with the most innovative and superior products and services as possible while, at the same time, offering you choices about how we use information about you to achieve that objective.

We commit to:

- Communicate our privacy practices in a manner that is easily accessible and clearly describes your choices;
- Offer you choices about how we may use your information for our own marketing purposes;
- Not sell your personally identifiable information to anyone for any purpose – this includes our customers' web browsing history, call detail records, and viewing activity;
- Secure your information through the use of reasonable security measures; and
- Give you advance notice of any changes to our privacy commitments and to always post our most current version of the Spectrum Privacy Policy at [www.spectrum.com/privacy](http://www.spectrum.com/privacy).

We encourage you to review the full Spectrum Privacy Policy ([www.spectrum.com/policies/your-privacy-rights](http://www.spectrum.com/policies/your-privacy-rights)), including the "Your Choices" section, and to contact us if you have any questions.

### WHEN THE ANNUAL PRIVACY NOTICE APPLIES

The Annual Privacy Notice only applies to subscribers of one or more of the Spectrum Services provided by Charter Communications Operating, LLC and its subsidiaries. To review the full Spectrum Privacy Policy, please visit [www.spectrum.com/privacy](http://www.spectrum.com/privacy).

Depending upon the Spectrum products and services to which you subscribe, parts of this Annual Privacy Notice may not apply to you. For example, if you only subscribe to Spectrum Internet, the sections of this Annual Privacy Notice that discuss Spectrum Voice information will not apply to you. To help clarify some of our more general statements, we provide real-world examples throughout the Annual Privacy Notice of how we collect and use information. These are only examples and may not cover every situation. If you have questions, please contact us.

Some Spectrum products and services may have additional privacy practices that are described in product or service specific sections in the full Spectrum Privacy Policy ([www.spectrum.com/policies/your-privacy-rights](http://www.spectrum.com/policies/your-privacy-rights)) or may be provided to you in different ways, such as contracts for Spectrum Enterprise services. To the extent there is an overlap between this Annual Privacy Notice and a product or service-specific privacy notice, the product or service-specific notice or agreement will control with respect to such product or service.

Sometimes you may access websites (e.g., news websites, shopping websites, Internet search engine, etc.) or services (e.g., non-Spectrum email and instant messaging services or video streaming services, gaming services, data storage services, etc.) that we do not own or control through the Spectrum Services. We urge our customers to be careful and aware of the privacy practices of these third parties, because this Privacy Policy **does not** extend to the parties that collect information outside of our control and **does not** cover information that may be collected:

- when you download applications or make purchases from other companies while using our Internet or wireless services;
- when you log-in and access video content provided by a third party through your Spectrum-issued device;
- through any other products, services, websites, or applications, including your interactions with online video and other third party content services, even if you access them through the Spectrum Platform; and
- by devices that are not Spectrum devices, e.g., a tablet, smartphone, or other device that enables you to access the Spectrum products or services, or through a smart television where the manufacturer has directly enabled information gathering capabilities.

You should read the privacy policies for these other products, services, websites, applications and devices to understand their privacy practices; those privacy policies will apply to those third parties' collection of your information, even if access to such content or use of such products or devices requires you to be a Spectrum subscriber; for example, some of the premium streaming services available online that require you to authenticate your subscription using your Spectrum username and password.

### HOW WE COLLECT INFORMATION

In order to provide you with our products and services and to keep you informed, we collect a variety of information about you when you interact with us or use our products, services, websites and applications. This information is needed for us to efficiently provide our services to you on a cost-effective basis and to tailor our products and services to best meet your needs and interests. For example, in order to provide timely and effective customer service, we keep track of when you called, what the issue was and what is the best way to get in contact with you.

If you are a Spectrum customer and you allow others to access and/or use your accounts, products or services, we will collect information about those users, as well. We may also collect information about you from third parties.

### Have questions about your bill?

Visit us at [Spectrum.net/billing](http://Spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 07182020 NNNNNNNN 01 996260

### Information You Provide to Us Directly or When You Create an Account

We collect information you provide to us when you establish as a customer and when you contact us or otherwise communicate with us, such as:

- contact information (e.g., name, address, email address, and phone number) usernames, passwords, images, voiceprints, and other authenticating information, including other biometric information, associated with a Spectrum account;
- information about the types of services to which you subscribe, orders you place or downloads you make through a Spectrum product or service, the service options you have chosen, and any customized setting you have created;
- information about your payment methods, such as your payment card number or bank account information;
- information related to a credit application for a product or service or to protect against fraud, which may include your Social Security number, driver's license number, or other government issued identifier;
- information you provide when you enter contests or respond to customer surveys; and
- information we keep in our records when you correspond or otherwise communicate with us, including through our call centers, online chat sessions, and through social media.

### Information We Collect Automatically and Through Your Use of the Products, Services, Websites and Apps

When you use the Spectrum Services, we automatically collect information, such as:

- information from any device you use when you interact with us, including but not limited to the device identifiers, the number, types, and status of devices connected to our network, network addresses, operating system, and technical configurations of the equipment used with our services, products, websites and applications;
- network traffic data;
- performance and support data; and
- information about your use and the operation of Spectrum products, services, websites, applications, and their features.

The information we collect will depend upon the Spectrum Services to which you subscribe. We limit the use and sharing of such information as described in this Annual Privacy Notice and as required by law. For example, we may collect usage information about:

- the channels, programs, and advertisements to which your device was tuned when you subscribe to our video service in order to provide you video content ("Video Usage Information");
- the websites you visit when you are using the Spectrum Internet, Mobile or WiFi services, in order to provide the service and connect you to the other sites and services you request ("Internet Usage Information");
- call records, including the phone numbers that you call and that call you, and the times and dates of those calls, the number of text messages sent and received, when you subscribe to our phone and/or mobile service ("Call Detail Information"); and
- video footage and alarm settings, when you subscribe to our home security service ("Home Security Usage Information").

If you subscribe to or use services that require us to transfer or store communications such as a Spectrum email account or a Spectrum voice product that includes a voicemail service, it will be necessary for us to collect the content of those communications to provide you with the service you have requested because it is required in order for the services to function. Additionally, we collect the content of any files you store in our cloud storage services and other information when it is necessary to provide you with the products or features of the services you use.

We also collect device information, including your IP address and information about your browser, operating system, and platform type. The collection of this information, including IP addresses and the referring websites, is required in order for us to provide Internet service and for users to communicate with each other and with websites on the Internet.

### Location Information

When you access our network, we may collect general location information, such as the city or zip code that correlates with the license of your device IP address, or more precise geolocation data that indicates where you are at a specific point in time.

When you first visit or use any Spectrum mobile application that collects precise geolocation information to access a Spectrum Service to which you subscribe, we will request permission to collect and use such information. You can prohibit the collection of this information through your device's settings (see "Your Choices") but it may limit certain functions and features of the application.

### Information Obtained from Third Parties

We may collect information from third parties for purposes related to delivering the Spectrum Services to you. This includes information to verify information you have provided and from credit reporting agencies to determine your creditworthiness, credit score, and credit usage.

If you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable facilities as well as your landlord's name and address.

We receive information from content providers and other platform providers when you use your Spectrum account to authenticate your use of Spectrum Services through that provider's platform or device. For example, a Spectrum subscriber to HBO will have access to the HBO GO app on their mobile device. When using that app, the Spectrum subscriber will be required to provide their Spectrum user information to HBO, which then provides that information to Spectrum to confirm that the HBO GO user is a subscriber.

We also obtain additional information from outside sources, such as research consultants and marketing firms. We may collect commercially available demographic information about you or your community available from third parties, such as age, gender, and preferred language. We may also collect commercially available interest data, such as whether you like to travel or are a sports enthusiast.



Account: LOUIS LOCCISANO  
 8448 20 018 8133994  
 Security Code: 2281

**Have questions about your bill?**Visit us at [Spectrum.net/billing](https://Spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 07182020 NNNNNNNN 01 996260

**HOW AND WHEN WE USE INFORMATION, INCLUDING FOR ADVERTISING**

First and foremost, we use the information we collect to provide you with reliable, high quality products and services. We also use the information we collect to communicate with you, make improvements to our products and services, investigate theft and other illegal activities, and personalize your experience, as described below. This may involve linking and combining information about you from across the Spectrum platform of products and services, as well as from third parties ("Combined Information").

**To Provide and Improve our Services**

We use the information we collect to:

- properly deliver, maintain and improve our products, services, websites and applications;
- fulfill requests for new service or changes to your account or the products and services you already receive;
- provide you with technical support and high quality customer service, including through the use of recorded or monitored communications between you and our customer service agents;
- create and administer a Spectrum account, including activating your service, billing, invoicing, and debt collection activities;
- authenticate or otherwise provide you access to your Spectrum products and services;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- manage and configure our device(s), system(s) and network(s);
- understand how the service is being used, including through the creation of operational and marketing reports based on de-identified and/or aggregated service usage information;
- inform you of additional products and services that may be of interest to you;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse of any Spectrum product, service, website or application, and to enforce any Spectrum policy or applicable terms of service;
- protect our rights, our personnel, our property, and the safety of others;
- maintain our accounting, tax and other records; and
- comply with applicable federal and state laws and regulations, as well as for the general administration of our business.

**To Communicate With You**

We use the information we collect to deliver and personalize our communications with you. For example, if you use an interactive or transactional service, e.g., responding to a survey or ordering a pay-per-view event, we will use that information and information from your account to send you billing information, as well as recommendations for additional Spectrum products or services that may be of interest to you and to provide you with a more personalized experience. We may use the information to remind you of a service appointment, to follow up with you after a service request, and to send you important service-related notices and announcements.

We may send you promotional communications for products and services that may be of interest to you through the mail, over our cable system, by phone or SMS, or online. Some of these communications may be directed to you because of the Spectrum services to which you subscribe or your interactions on the Spectrum platform, and some may be directed to you because of your general geographic location. For example, if we are launching a new service in limited areas, only residents of that particular area will receive that promotional communication. This is often called "zone" advertising.

**To Create Business and Marketing Reports**

We use the information we collect to create business and marketing reports (the "Reports") to provide insights into what products and services our customers are using, how long they are using our products and services, how some of our services are accessed, and what additional products and services may be of interest to our customers. In the video context, for example, these Reports contain information such as channel tuning, the time a channel is changed, when a Spectrum set-top box is "on" or "off", whether a program or commercial was watched to its conclusion or skipped, and whether the content was accessed during its regular airing schedule, from our on-demand service, or through a Spectrum website app, or a third party's platform. We may create similar reports in the phone, broadband, and home security contexts that measure and analyze service usage information, such as the peak times of usage, the amount of bandwidth used, and the amount – but not the content – of data stored on our systems.

We use these Reports for our own internal purposes, such as improving our products and services, determining what content to provide our customers, measuring the effectiveness of our marketing and advertising, and other research and analytics. We may also share these Reports with third parties, as described in "When and With Whom We Share Information." **Any Reports shared with a third party for the third party's own use will only contain de-identified and/or aggregated information; they will not contain information that personally identifies you unless we have your express consent.** You should review the "Your Choices" section of this Privacy Policy to understand the choices you have with respect to the sharing of this information.

**Advertising Generally**

We use some of the information we collect to make the marketing and advertising you see on the Spectrum Platform more relevant to you, as well as to market the Spectrum products and services on other websites and platforms. Many of our marketing and advertising activities use information that does not personally identify you, such as your ZIP Code, your IP address, advertiser IDs and other persistent identifiers that are not directly linked to any identifiable information. Some of our marketing and advertising activities, however, do include the use of information that personally identifies you. For example, we use your postal and email address to deliver marketing and advertising to you. We may also use Combined Information to create marketing and advertising campaigns. For information about how to limit the use of information for these purposes, see the "Your Choices" section below.

**Addressable Advertising on our Cable System**

Some of the advertisements in your see on cable channels are placed by us. Some of those advertisements are placed in particular shows or channels; others are shown in particular geographic areas. Some of our cable advertisements will ask for your permission to take certain actions, like mail you information or allow the advertiser to contact you. In some areas we will be able to address advertisements to your household through our cable system that will be more relevant to your interests based on your Video Usage Information and/or Combined Information. For information about how to limit the use of information for these purposes, see the "Your Choices" section below.

**Online Advertising and Customization**

We may place "cookies" in your browser that contain information about you or your account when you set up a personalized service or customize your settings and preferences on our websites or mobile applications. Cookies enable us to help diagnose problems with our services, control the display of ads, track usage patterns, gather demographic information, analyze trends, conduct research, and otherwise administer the Spectrum services. We do not store sensitive information such as your password, e-mail address or credit card number in cookies.

We use third party service providers to place advertisements for the Spectrum services on the Internet. These providers use standard tracking technologies used by most major websites and mobile applications to collect non-personal information about your visits to our websites and mobile applications, as well as your interaction with our products and services. These providers may also use information about your visits to other sites to send interest-based advertisements for other products and services and to gauge the effectiveness of advertisements. We do not permit these third parties to collect or use information that personally identifies you, such as your name, address, phone number or email address.

**WHEN AND WITH WHOM WE SHARE**

We share information with others when it is necessary to provide you with Spectrum Services to which you subscribe, and others in the limited circumstances described below. We do not sell or otherwise share information that personally identifies our customers, including their Internet Usage Information, Video Usage Information, or Call Detail Information, to third parties for those third parties' own use, such as marketing or advertising of their own products and services. While we have no plans to do so, if we ever changed this business practice, we would provide customers with advance notice and obtain their express consent.

**Account Holders and Other Authorized Users**

We may disclose any information about a customer's account and use of a service or feature to the primary account owner after appropriate authentication. The primary account owner may also authorize other users to access information on the account, which may include information about the primary account owner's use of the relevant service.

**Charter/Spectrum Related Businesses**

We may share information about you with other Charter and Spectrum related companies in order to provide the services to which you subscribe, or to make your Spectrum experience more streamlined, such as through combining account information into a single location for easier access. We may also share information about you with these related companies for their own marketing purposes when we have any necessary consent required to do so.

**Service Providers**

We may disclose your information to third-party service providers who perform business activities and functions on our behalf to support our interactions with you such as billing and collections, payment processing, analytics and research, marketing, service delivery and customization, maintenance and operations, and fraud prevention. These third-party service providers are authorized to use your personal information only as necessary to provide these services on our behalf.

**Governmental Entities or Pursuant to Valid Legal Process**

If you subscribe to any Spectrum Services, we may be required by law to disclose information about you, including information that personally identifies you, your use of our services, and the content of your communications, to governmental entities upon receipt of valid legal process. These disclosures may be made with or without your consent and with or without notice, in compliance with the law, including the terms of process.

If you subscribe to Spectrum cable video service and a governmental entity is seeking information about your selection of video programming, the Cable Act requires the governmental entity to obtain a court order. In the proceeding relevant to the issuance of the court order, the government must provide clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the video records sought would be material evidence in the prosecution of the case. You are to be afforded the opportunity to appear and contest the governmental entity's claims in such proceeding.

We may also disclose personally identifiable information about you, without your consent, to protect our Customers, employees, or property; in emergency situations; to enforce our rights in court or elsewhere, or directly with you, for violations of service terms, conditions or policies; and/or as otherwise required by law.

**Third Parties**

We do not sell or share information that personally identifies our customers with third parties for their own marketing or advertising purposes.

If you subscribe to our telephone service, your name, address and/or telephone number may be transmitted via Caller ID, published and distributed in affiliated or unaffiliated telephone directories, and available through affiliated or unaffiliated directory assistance operators. We take reasonable precautions to ensure that non-published and non-listed numbers are not included in the telephone directories or directory assistance services, although we cannot guarantee that errors will never occur. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business numbers, 911, 900 numbers or toll-free 800, 855, 844, 866, 877 or 888 numbers. But note that Spectrum Mobile does not publish directories of customers' wireless phone numbers and we do not make those numbers available to others for listing in directories.





Account: LOUIS LOCCISANO  
 8448 20 018 8133994  
 Security Code: 2281

## Have questions about your bill?

Visit us at [Spectrum.net/billing](https://www.spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

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Some of the advertisements we display may invite interactive or transactional follow-up from you. When you interact and provide your consent, we may share your contact information with such advertiser for the purpose of fulfilling your request. We may also share individually de-identified and/or aggregate information, including our business and marketing reports, with third parties for their own purposes.

If we enter into a merger, acquisition, or sale of all or a portion of our assets, we may transfer information about you, including information that personally identifies you, as part of the transaction.

## WHAT CHOICES YOU HAVE TO CONTROL THE USE OF INFORMATION BY SPECTRUM

You have many choices in controlling how we use and share your information for marketing and advertising purposes. For instance, you can always choose whether to receive promotional emails or text messages. You may visit [unsubscribe.spectrum.com](https://unsubscribe.spectrum.com) to manage your privacy preferences, including:

- to be added to our "Do Not Call," "Do Not Email," "Do Not Mail" or "Do Not Knock" list, which will limit the marketing and advertising messages you receive about Spectrum products and services; and
- to limit our use of Video Usage Information, Combined Information, or our business and marketing reports to direct addressable advertisements or interest-based advertisements to you as further described in the preference center.

Some of the preferences will only apply when you subscribe to Spectrum services and may require additional account information. If you make changes to your contact information or get a new account, you will need to review and update your privacy preferences.

If you do not have access to Internet service, you may call us at the number provided on your monthly bill statement to be added to any of these lists.

Please note that even if you choose to limit the use of information or communications for marketing and advertising purposes, you will still receive general advertising and zone advertising, in addition to service-related messages.

## Location

When you first visit or use a Spectrum application on your mobile device, we will request permission to collect and use your device's precise geolocation. You can choose not to permit the collection of this information, but it may limit certain functions or features of an application. You can manage the collection of your location information through your device's settings.

## CPNI

When you initiate an interaction with one of our representatives, such as a phone call or a chat, we may ask for your oral consent to our use of your CPNI for the purpose of providing you with an offer for other products or services, such as the Spectrum cable video service. If you consent, we may use your CPNI for the duration of such interaction to offer you those additional products and services.

If you subscribe to the Spectrum Voice® or Spectrum Mobile service, we would like to use the CPNI information we have on file to provide you with information about products and services or special promotions for other communications-related products and services to which you do not already subscribe. You have the right to restrict this use of CPNI. If you deny or restrict your approval for us to use your CPNI, you will experience no effect, now or in the future, on how we provide any services to which you subscribe.

We will wait at least thirty days from the date we first provide notice to you, as a subscriber of the Spectrum Voice® service, before we use your CPNI for this purpose. During that time and at any time after, you may opt-out of our use of your CPNI for these marketing purposes by calling us at the number provided on your monthly billing statement or visiting our Privacy Preference Page.

## HOW WE PROTECT YOUR INFORMATION

We take our responsibility to secure the information we collect and maintain seriously. We use reasonable security, including technical, physical and administrative controls, to secure the information we collect and maintain. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose Spectrum information.

You can help protect the privacy of your own information by using encryption and other techniques to prevent unauthorized interception of your personal information. You are responsible for the security of your information that you transmit to us or view, download, or otherwise access when using unencrypted, public or otherwise unsecured networks. For more information on things you can do to help protect the privacy of your own information, visit - [www.spectrum.com/security](https://www.spectrum.com/security) or [www.OnGuardOnline.gov](https://www.OnGuardOnline.gov).

## WHAT YOUR RIGHTS AND OUR LIMITATIONS ARE UNDER FEDERAL LAWS

### The Cable Act and Personally Identifiable Information

Section 631 of the federal Cable Act gives a subscriber to the Spectrum Cable Act Services the right to know about the personally identifiable information we collect and how we use it; under what conditions and circumstances and the types of persons and entities to whom we may disclose personally identifiable information; how long we maintain personally identifiable information; the limitation on our ability to collect and disclose personally identifiable information collected from the cable system; and a subscriber's rights under the Cable Act concerning personally identifiable information and its collection and disclosure.

Personally identifiable information is information that identifies a particular person; it does not include de-identified or aggregate data that does not identify a particular person or persons.

The Cable Act permits us to use the cable system(s) to collect personally identifiable information about our subscribers when it is necessary to render the Spectrum Cable Act Services or other services we provide and to detect unauthorized reception or use of the Spectrum Cable Act Services. We may use the cable system to collect personally identifiable information about a subscriber for additional purposes with a subscriber's prior written or electronic consent.

The Cable Act permits us to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided; required by law or legal process; or limited to your name and address under a "mailing list" exception, as described in this Privacy Policy. **At this time, we do not sell**

**or share customer names and addresses with third parties for their own marketing or advertising purposes. If we decide to do this in the future, we will provide you notice and an opportunity to opt-out of such sharing.** When a government entity is seeking information about your selection of video programming, you have additional rights as described in the "Governmental Entities or Pursuant to Valid Legal Process" subsection of "When We Share Information with Others."

If you subscribe to a Spectrum service that is governed by the Cable Act, we will maintain information that personally identifies you and that is associated with your use of such service for as long as necessary for the purpose for which the information was collected, which may be as long as the duration of your subscription and after you have terminated your subscription, in some instances. For example, we may keep information that personally identifies you as necessary to comply with laws governing our business, such as tax and accounting requirements that require record retention, to satisfy pending requests for access by a subscriber to his/her information or pursuant to a court order, or to respond to your inquiries or otherwise communicate with you after you have terminated your subscription. We will destroy or de-identify such information when it is no longer needed for such purposes.

If you believe that you have been aggrieved by any act of ours in violation of law, we encourage you to contact us in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act with respect to your personally identifiable information through a civil lawsuit in federal district court seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well. Your Spectrum Residential Services Agreement contains your agreement that, to the extent permitted by law, any claims under the Cable Act may be enforced in arbitration.

### The Communications Act and CPNI

Section 222 of the Communications Act provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of the Spectrum telecommunications services, and information about your Spectrum phone service that is contained on your bill. This information, when linked to an identifiable customer of such service, is known as customer proprietary network information or "CPNI." CPNI does not include a customer's name, address, and telephone number, which is defined by the Communications Act as "subscriber list information" and is not subject to the CPNI protections. However, that information is considered "personally identifiable information," and is subject to the Cable Act protections described above.

If you are a customer of a telecommunications service, you have the right, and we have a duty under federal law to protect the confidentiality of CPNI and to provide you with information about how we use your CPNI and explain the choices you have. Those additional protections and the choices you have regarding the use and sharing of such information are reflected in this Privacy Policy.

### HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS

We strive to keep our records accurate. If any of your information changes, please notify us immediately so we can update our records.

If you subscribe to a service subject to the federal Cable Act's requirements and you would like to see the personally identifiable information we maintain in our business records, please send a written request to your local office or call us at the number provided on your monthly billing statement and we will make an appointment for you to visit during normal business hours. You will only be permitted to examine records that contain personally identifiable information about your account and no other account. If your review reveals an error in our records, we will correct it. We reserve the right to charge you for the cost of retrieving and photocopying any documents that you request. You may also be able to access certain information about you or your account by contacting one of our customer service representatives at 855-75-SPECTRUM (855-757-7328), or by logging in to your online account.

If you make a written request for a copy of your CPNI, we will disclose the relevant information we have to you at the address we have for your account, or to any person authorized by you, if we reasonably believe the request is valid. For telephone and online access to your CPNI such as outbound call detail records, we require that you first authenticate your identity using a password established using our online system. We generally do not provide our customers with records of calls received, records that are only in our archives, other records that we do not furnish as part of a telephone bill, web-browsing history, IP address logs or any other information that we do not create or maintain in the ordinary course of business unless there is a court order or similar legal process. If there are errors in names, addresses, or telephone numbers in our vendors' directory lists, or if you have been omitted from the directory, the correction cannot be made until the next available publication. Please understand that we may have no control over information appearing in directory lists or provided by directory assistance services which we do not own.

### WHAT HAPPENS IF WE CHANGE THIS PRIVACY POLICY

The most current version of our Privacy Policy is published and maintained at [www.spectrum.com](https://www.spectrum.com). The needs of our customers and the business may change from time to time and, when that happens, we may need to modify this Privacy Policy. Any changes will be posted at this website. If we make any changes that materially affect your rights or the ways in which we use or disclose information, we will notify you in advance through written, electronic or other means, as permitted by law, so that you can make any necessary decisions about your ongoing use of the Spectrum Platform.

### HOW TO CONTACT US WITH QUESTIONS ABOUT HOW THIS ANNUAL PRIVACY NOTICE APPLIES

Questions about Spectrum's privacy protections and practices should be sent to:

Charter Communications, Inc.  
 Attn: Privacy and Cybersecurity Counsel  
 400 Atlantic Street, 9th Floor  
 Stamford, CT 06901

You may also contact your local customer service office. You can find the phone number for your local customer service office on your monthly bill statement or by visiting our website at [www.spectrum.com](https://www.spectrum.com).

Effective: June 30, 2018

SA5KFMQZ





Account:  
Security Code:

LOUIS LOCCISANO  
8448 20 018 8133994  
2281



**Have questions about your bill?**

Visit us at [Spectrum.net/billing](https://www.spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

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## 2020 Annual Customer Notice

This Annual Customer Notice provides an overview and pertinent information about the cable television services that Spectrum provides. More detailed information about the services, including Spectrum's terms and conditions of service are available at [www.spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service). The information provided in this notice does not modify or supersede any provisions in the Spectrum terms and conditions of service or any other agreement between Spectrum and the customer. Customers receiving service via a commercial or business arrangement may be subject to separate policies or procedures.

The terms and conditions of service contain a binding arbitration provision to which all customers are subject, applies to all services, and is available at [www.spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service).

### SPECTRUM RATES, CHANNEL LINEUPS & ADDITIONAL INFORMATION

You may view pricing and channel line-ups available in your area at [www.spectrum.com/Ratecard](https://www.spectrum.com/Ratecard) and [www.spectrum.com/Channels](https://www.spectrum.com/Channels). If you have any questions about this notice or would like to receive a paper copy of the rate or channel line-up call Spectrum Customer Service at 855-707-7328. (In Hawaii, call 643-2100 for residential and 643-8510 for business). If you would like more information about Spectrum's services or policies, you have many convenient options: you can visit the Spectrum website at [www.spectrum.com](https://www.spectrum.com) for residential customers or [www.spectrumbusiness.net](https://www.spectrumbusiness.net) for business customers, contact Spectrum Customer Service by telephone for residential customers, or visit the local Spectrum Store. User guides, help videos, troubleshooting steps, and FAQ's for Spectrum's products and services are available at [www.spectrum.net/support](https://www.spectrum.net/support) or [www.spectrumbusiness.net/support](https://www.spectrumbusiness.net/support).

### SPECTRUM TV™ PRODUCTS & SERVICES

Spectrum TV provides a variety of products, services, and programming to residential and business customers. Products, services, and pricing described in this notice are subject to change and may not be available in all Spectrum areas; and some of the policies, procedures, and services described herein are not applicable in every area. Spectrum TV offers basic service which includes off-air broadcast stations (for example, ABC, NBC, etc.) and may include public, educational and government access channels. All such programming varies on a community-by-community basis. Where available, Spectrum TV may include: digital programming packages and tiers, hundreds of channels, HD programming, popular movies, sports programming, news, thousands of On Demand shows, premium channels, integrated guide, interactive services, On Demand and Pay-Per-View choices, DVR service, and the Spectrum TV App. Information about Spectrum's cable TV products and services can be found at [www.spectrum.com/cable-tv.html](https://www.spectrum.com/cable-tv.html).

### SPECTRUM INSTALLATION & SERVICE MAINTENANCE POLICIES

Requests for Spectrum TV services may be made via the Internet at [www.spectrum.com](https://www.spectrum.com), by telephone, or at the local Spectrum Store. Installation and service call appointments are scheduled in advance. Customers will be offered a standard installation appointment within 7 business days; this

may differ based on the service being requested. Up to four-hour windows are available for installation and service call appointments. If Spectrum cannot meet a scheduled commitment, Spectrum will attempt to notify the customer and reschedule the appointment for a convenient time. Someone over eighteen (18) years of age with a government-issued picture ID must be present during any installation or repair. Spectrum requires its employees to display identification during visits to a customer's service location. Upon customer request, Spectrum can relocate Spectrum equipment within the customer's home at a mutually agreed upon time and customer may incur a charge. Spectrum also offers customers the option of Self-Installation, which includes a self-install kit with step-by-step instructions. Visit <https://www.spectrum.net/page/self-installation-help/> for more information. Customer service is available 24 hours a day, 7 days a week. Telephone calls, including requests for installation and service calls are periodically monitored and/or recorded for quality assurance purposes. If a customer has a technical problem that arises from Spectrum's distribution system there will be no charge for the service call. In all other cases, including without limitation, where the problem arises from customer equipment or premises, a third-party, and/or unauthorized tampering with the cable or abuse of Spectrum's equipment, a service charge may be assessed.



### HOW TO USE SPECTRUM TV™ SERVICES

There are several available options and devices that will provide customers access to Spectrum's video services. In addition to the Spectrum receiver, customers can watch Spectrum TV on Apple TV, Samsung Smart TV, Roku, Xbox One, computers/laptops, tablets and smartphones. Customers may receive Spectrum receiver(s) and remote(s), as well as instructions and guidance on how to access the video services. Visit [www.spectrumtv.com](https://www.spectrumtv.com) for more information, and for customer account information and other features available, visit [www.spectrum.net](https://www.spectrum.net).

**REMOTE CONTROLS:** The Spectrum-issued remote control works with the Spectrum Receiver and can be programmed to control the TV and other devices. Visit [www.spectrum.net/remotes](https://www.spectrum.net/remotes) for a complete list of remote controls and instructions.

**ADDITIONAL EQUIPMENT THAT MAY BE NEEDED TO ACCESS PROGRAMMING:** A Spectrum-issued digital receiver or CableCARD device(s) may be required to view programming channels for an additional charge. For more information about CableCARDS, visit [www.spectrum.net/support/tv/about-cablecards/](https://www.spectrum.net/support/tv/about-cablecards/).

**PARENTAL CONTROLS:** A parental control feature is available to prevent children from watching certain programming based on the customer's preference. For more information visit [www.spectrum.net/support/internet/about-parental-controls/](https://www.spectrum.net/support/internet/about-parental-controls/).

**ACCESSIBILITY FEATURES:** Regardless of physical, sensory, or cognitive disabilities, constraints, or technological barriers, Spectrum provides its customers access to and support for our services. For customers with a hearing impairment, Spectrum offers features like Closed Captioning, Caller ID on TV, TTY and TRS. For customers with a visual impairment, Spectrum offers braille and large print documents, large-button remotes, descriptive video services (via set-top box and mobile devices) and guide narration. All

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of Spectrum's web and mobile apps are screen-reader friendly for customers who use Text-To-Speech (TTS) programs. Specialized customer support for these and other accessibility features is available at (844) 762-1301 or [www.spectrum.net/page/accessibility](https://www.spectrum.net/page/accessibility).

**BILLING PROCEDURES**

**PAYMENT OF CHARGES:** Customers will be billed monthly, in advance, for services to be received, plus pro-rata charges, if any, for periods not previously billed. Bills may not be issued for accounts with a zero balance. Billing may commence on or after the earlier to occur of (a) the activation of any service, (b) confirmed delivery of service equipment, (c) 8 days after customer's placement of a service order or (d) shipment of devices or equipment. Customer will be billed monthly in arrears for all services used including without limitation, Pay-Per-View, On Demand, per unit or minute usage charges, roaming, or other services ordered where charges are based on actual usage or on orders placed during the previous month. Customer shall pay all monthly charges and all applicable fees and taxes by the due date as listed on the Spectrum monthly bill(s), which may be sent by multiple, separate invoices and/or exclusively by online presentation depending on respective service subscription. Payment methods, including credit card, debit cards and checks will be stored for future use by the customer. It is the customer's obligation to review bills as presented. For a full description of all billing terms and conditions that apply to the Spectrum services, visit [www.spectrum.com/policies/terms-of-service](https://www.spectrum.com/policies/terms-of-service). Additional fees may apply if a Spectrum Customer Service Representative's assistance is needed to process the transaction.

**SPECTRUM 30-DAY SERVICE GUARANTEE:** New cable TV customers (those who have not been Spectrum customers within the prior 90 days) may qualify for a refund/credit if not fully satisfied with the service. Current customers adding a new level of subscription service qualify to receive a refund/credit only on those newly added services not subscribed to within the previous 90 days. Such refund is valid for Spectrum TV customers who pay for their first month of new or upgraded monthly recurring subscription services. Pay-Per-View and other non-recurring subscription purchases are not refundable nor are any related installation fees that may apply. Spectrum TV customers are limited to one refund or credit per household for a maximum of 30 days of service. For additional restrictions visit <https://www.spectrum.com/policies/guarantee-new.html>. Separately, for information concerning equipment returns visit [www.spectrum.com/content/spectrum/residential/en/policies/terms-of-service/returnpolicy](https://www.spectrum.com/content/spectrum/residential/en/policies/terms-of-service/returnpolicy).

**SERVICE BUNDLE DISCOUNTS:** Spectrum reserves the right to offer and customer may elect to subscribe to a combination of Spectrum services for which a bundle discount applies ("Bundled Services"). In the event the customer terminates any service component of such Bundled Services or Spectrum terminates such service component based on customer's failure to comply with the terms of service, Spectrum reserves the right to revert the pricing of the remaining service(s) to the applicable undiscounted price for such service(s).

**MONTHLY SUBSCRIPTION SERVICES:** Subject to restrictions under applicable law, if any, and without abrogating the "Spectrum Residential Customer Guarantee", customer shall be responsible for the full monthly charge (without pro-rata) for those services that are offered on a monthly subscription basis to which the customer has subscribed, regardless of customer's termination of such monthly service prior to the conclusion of the respective subscription month, and for charges for per program, Pay-Per-View, On Demand, per event or program cable services ordered or per unit or minute usage charges,

or roaming used by the customer or other services ordered where charges are based on actual usage or on orders placed during the previous month.

**CORRESPONDENCE:** Do not mail written correspondence with your bill statement. Contact Spectrum Customer Service with any additional needs.

**LATE FEE:** A customer can avoid incurring late fees by paying the monthly bill in a timely manner that ensures Spectrum receives payment by the due date. If a customer's account is past due, the customer may be charged an applicable late fee in addition to the past due balance. If the customer's account remains unpaid, the services may be suspended or disconnected.

**ONLINE AND PAYMENTS BY PHONE:** The payment functionality on Spectrum's website and payment by phone service is provided for the exclusive personal use of Spectrum customers. No payment processor may use this website to effect a payment in the name of a customer without authorization in writing from Spectrum. Any attempt to do so will be considered an unauthorized interference with the intended operation of the website or phone systems and may result in Spectrum's failure to process or accept such payment.

**BILLING DISPUTES:** Customers must notify Spectrum of disputed items within sixty (60) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of service, the removal of all Spectrum equipment, and/or imposition of a late payment or service charge. If the customer has more than one account (residential and/or business) served by Spectrum, all Spectrum-provided services at all locations may be subject to suspension or discontinuance of service in the event any one account remains unpaid, and Spectrum may apply any funds received from the customer first to such delinquent account(s). Should the customer wish to resume a service after any suspension, the customer may be subject to a reconnection fee. Should the customer wish to resume a service after termination of service, Spectrum may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

**DISRUPTION OF SERVICE:** Any customer should notify Spectrum as soon as possible of a service outage. Spectrum endeavors to respond and resolve outages in a customer's service within 24 hours of the outage being reported. Unless otherwise required under applicable law, credits are not available for disruptions of service that are beyond Spectrum's reasonable control, not reasonably foreseeable by Spectrum or in any way caused by the customer. Spectrum will otherwise provide customer with the proportionate credit for qualifying outages that last for 4 or more consecutive hours, after such interruption is reported to us and the customer has requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed the customer's monthly recurring charges for service at the time of the service outage and shall exclude all one-time, nonrecurring, and per view/use charges, as well as governmental, franchise, regulatory, or other similar required or permissible fees, surcharges, or taxes. In no event shall Spectrum be liable for any failure or interruption of program transmissions or service resulting in part or entirely from circumstances beyond Spectrum's reasonable control (e.g. actions by programmers). Except where specifically prohibited by law, the outage credit set forth herein shall be your sole and exclusive remedy for an interruption of service. State specific service outage credit policies are outlined below:

- Connecticut: If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such service interruption is not caused by the Customer.



Account: LOUIS LOCCISANO  
8448 20 018 8133994  
Security Code: 2281

## Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 07182020 NNNNNNNN 01 996260

- **Maine:** If a video service outage occurs for 6 or more consecutive hours in a 30-day period, Spectrum will, upon request, provide a Customer with a pro rata credit or rebate.

- **Massachusetts:** If a video service outage occurs for more than 24 consecutive hours and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such interruption is not caused by the Customer.

- **New Jersey:** If a video service outage or other loss of service occurs for 6 or more consecutive hours, Spectrum will provide a credit in one-day units to eligible Customers who request a credit from Spectrum, or notify the NJ Office of Cable Television and Telecommunications, within thirty (30) days of such outage or loss of service, except when restoration of video service within 6 hours is outside of Spectrum's control and Spectrum restores video service within 6 hours once restoration of video service is within its control.

- **New York:** If a video service outage occurs for at least 4 hours and between 6 pm and 12 am and Spectrum is aware of such outage, Spectrum will provide a minimum credit equal to one day of Spectrum video service charges. In the event Spectrum cannot determine affected Customers or such outage occurs entirely outside the 6 pm to 12 am time frame, Spectrum will provide a credit to eligible Customers who request a credit within 90 days of such service outage.

- **Vermont:** If a video service outage occurs for 24 or more consecutive hours and Spectrum is aware of such outage at the time of such outage, Spectrum will provide an appropriate rate credit, calculated consistently with state law.

**TERMINATION OF SERVICE/DISCONNECTED ACCOUNT:** A customer may terminate service at a local Spectrum office in person, by written notice, or by telephone. Refunds or credits, if necessary, will be issued after the return of any Spectrum-owned equipment. Spectrum reserves the right to terminate the customer's service based on delinquent status or any misuse of service. Spectrum will make reasonable efforts, which may include written notices, phone calls, text messages, e-mail, Internet or browser messages, etc., to contact the customer about a pending suspension or disconnection resulting from an unpaid balance. In the event that the customer's account has been disconnected for nonpayment, the customer may be liable for all reconnect and/or installation fees, past due balance, and the first month of reconnected service in advance, in addition to any other applicable charges. If the account remains unpaid, it may be forwarded to a third-party party collection agency for collections, and the customer's credit report may be negatively impacted. Upon termination, Spectrum may charge additional fees on any unpaid balance and reserves any and all other rights it has under the terms and conditions of customer's service agreement with Spectrum and otherwise under applicable law with respect to billing for service and unreturned equipment. Further, the customer understands and agrees that Spectrum reserves the right to charge customer's credit card on file at termination of service in the amount of ongoing rental fees, any outstanding balance, and/or any unreturned equipment charges, in accordance with applicable law.

## COMPLAINT PROCEDURES

Spectrum strives to expeditiously resolve any complaints concerning its service. Spectrum has trained employees available to answer questions, and technical personnel will be dispatched as warranted. Should a customer have any complaint regarding quality of service, equipment malfunctions, or similar matters, first contact Spectrum Customer Service (available 24 hours a day) at 855-757-7328 for residential customers. If a complaint remains

unresolved, the customer may elect to mail a complaint to **Spectrum, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681** or consult the local franchise authority listed on the back of your monthly billing statement or contact the state agencies listed below. States listed below also provide contact information.

- In Connecticut, in the event an issue is not resolved with Spectrum's customer care representatives, customers may request a confidential, nonbinding mediation with Spectrum and a designated member of the Public Utilities Regulatory Authority, who shall serve as the mediator. If the mediation is unsuccessful, the customer may file a complaint at: [https://www.ct.gov/pura/cwp/view.asp?a=3352&q=404030&puraNav\\_GID=1975](https://www.ct.gov/pura/cwp/view.asp?a=3352&q=404030&puraNav_GID=1975) and/or contact the Authority at 1-800-382-4586 (toll free within CT), 1-860-827-2622 (outside CT).

- Maine customers may request assistance from the municipality identified on the monthly statement or from the Department of the Attorney General regarding matters other than channel selection and rates by contacting the Dept. of the Attorney General, Consumer Protection Division at 207-626-8800, online at [Consumer.mediation@maine.gov](mailto:Consumer.mediation@maine.gov), or in writing at 6 State House Station, Augusta, ME 04330.

- Massachusetts customers who are unsatisfied with the handling of a cable services complaint may contact Consumer Division of the Department of Telecommunications and Cable (DTC) toll free at 1-800-392-6066 or may write to that Dept. at 1000 Washington Street, Suite 820, Boston, MA 02118.

- Michigan customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or <https://www.michigan.gov/mpsc>.

- New York customers may request assistance from the New York Department of Public Service. They may be contacted at <http://www.dps.ny.gov>, Phone: 1-800-342-3377, Hearing/Speech Impaired: TDD 1-800-662-1220, Fax: 518-472-8502, Mail: Office of Consumer Services, New York State Department of Public Service, Empire State Plaza, Agency Building 3, Albany, NY 12223-1350.

- North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at <https://www.ncdoj.gov/cable>.

- Vermont customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 1-800-622-4496, sending an email to [PSD.consumer@vermont.gov](mailto:PSD.consumer@vermont.gov) or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8390. Feedback can be provided to The Public Service Board by calling 1-802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.





Account: LOUIS LOCCISANO  
 8448 20 018 8133994  
 Security Code: 2281

**Have questions about your bill?**Visit us at [Spectrum.net/billing](https://www.spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 07182020 NNNNNNNN 01 996260

**IMPORTANT INFORMATION ABOUT SPECTRUM VOICE® 911 SERVICES & BATTERY BACKUP**

To help you quickly respond to emergencies, Spectrum provides emergency 911 services much like traditional telephone companies. Should you ever need to access emergency services – fire, police, or ambulance – just dial the familiar digits “9-1-1,” using your Spectrum Voice Service. Your call will be routed directly to a public-safety operator, who will dispatch the appropriate services. With Enhanced 911, emergency services will be able to quickly find you – your telephone number and address are electronically sent to the operator the moment your call goes through.

Spectrum provides Voice Service in your home using a Multimedia Terminal Adapter (MTA), or a telephone modem, that requires electrical power. Your Spectrum Voice Service equipment will not work in the event of a power outage unless you have a backup power source on your premises. An MTA may also accept a battery for use as a backup power source. For information on the MTA or telephone modem used in your home, please refer to the Spectrum website [Spectrum.net/support/voice/phone-modems/](https://www.spectrum.net/support/voice/phone-modems/). If you lose power to your MTA or telephone modem you will not be able to make or receive calls, including 911 calls, unless a battery capable MTA is installed and a battery has been purchased and placed into the MTA.

Additionally, cordless telephones and other non-MTA equipment connected to the telephone line that require electricity to operate, such as telecommunications devices used to assist with disabilities, will not work without electric power and your MTA battery cannot be used to power these devices. Accordingly, to maintain power to telephone line devices other than the MTA, you must have batteries compatible with those devices that would allow them to function for a period of time without electricity to your residence.

You are responsible for providing and installing batteries for your cordless telephone and other telecommunications devices, and to ensure that they operate during a power outage. You can maximize your ability to make necessary calls during a power outage by not making unnecessary calls or by limiting the duration of any calls you make or receive. You are also responsible for the purchase of the MTA backup battery or replacement battery for which you will incur a one-time charge of \$60.00 for each battery ordered. If you would like information about your MTA or backup battery, including ordering an initial battery or extra batteries, costs, the MTA manufacturer or upgrading your MTA to a model that includes a slot for a backup battery, you should contact a Spectrum Representative at the toll free number listed on your bill. Alternatively, you can power your MTA using a commercially available uninterruptible power supply. You can contact Spectrum Customer Care for more information about an uninterruptible power supply.

Spectrum offers two backup battery options. They are designed only to power your MTA to enable calling, including 911 calling, for up to eight or twenty four hours of standby time and approximately five hours of talk time, in the event of a power outage – depending on the option you choose.

You are also responsible for monitoring the status of the backup battery and for ensuring that the battery is charging normally. If the MTA loses electric power the battery will need to be re-charged when power is re-established. If your location previously had Spectrum Voice Service with a backup battery you are still responsible for battery monitoring and replacement of the battery at your cost.

Battery Backup options are:

Battery Backup Options		
	8 Hour	24 Hour
<b>One-Time Cost/Fee</b>	\$60	\$60
<b>Life Expectancy</b>	6 - 10 years	5 years
<b>Battery Status Light Conditions</b>	1) If the status light is green and flashing, this means that the installed battery is operational  2) A steady green light represents a fully charged battery; this typically takes a few hours after initial power-up.  3) An amber light signifies that the battery will not hold a charge or cannot be charged. If the unit displays an amber light, the battery should be replaced.  4) If there is no light a battery may not be installed properly or the battery is running during a power outage.	1) If the status light is blue and flashing, this means that the installed battery is operational  2) A steady blue light represents a fully charged battery; this typically takes a few hours after initial power-up.  3) A red light signifies that the battery will not hold a charge or cannot be charged. If the unit displays a red light, the battery should be replaced.  4) If the battery LED shows solid blue “battery” text on your device, the battery may not be installed properly or the battery is running during a power outage.

The backup battery or extra batteries, can safely be stored within the following temperature range: -4°F to 140°F (-20°C to 60°C). Importantly, storage of backup batteries above 77°F (25°C) is not recommended and will significantly reduce the life of the battery.

Whenever commercial power or its equivalent is required to operate services or facilities provided by the Company at the customer's premises, the customer shall: furnish such power which shall be suitable for the purpose; provide and maintain all necessary power wiring and power outlets in a suitable location and in a safe condition, and allow the Company access to the power supply, if necessary. In the event of a power failure, no allowance is made for interruption of service and the Company shall not be held liable for such an interruption of service. Nor shall the company be liable for any property damage or personal injury, or any other alleged damage or injury, caused by any customer-provided power supply, wiring, or power outlet. Because you are responsible for monitoring and replacing your backup battery, the Company shall have no liability for failure of a backup battery to provide adequate power during a power outage.

**Battery Warranty:** If you purchase your battery from Spectrum and it is defective, Spectrum will replace it for up to one year from the date of purchase.

Additional languages of this standard print letter are available in 한국어, Tiếng Việt, 简体中文. To request this letter in any of the languages, call 1-855-757-7328. The following accessibility formats of this letter are available in English Braille, English Large Spanish Braille, and Spanish Large Print by calling 1-844-762-1301.





August 17, 2020  
Account Number: **8448 20 018 8133994**  
Security Code: **2281**  
Service At: **4724 FORMAN AVE**  
**TOLUCA LAKE CA 91602-1619**

## Auto Pay Notice

### Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

## Summary

Service from 08/17/20 through 09/16/20  
details on following pages

Previous Balance	136.01
Payments Received -Thank You!	-136.01
<b>Remaining Balance</b>	<b>\$0.00</b>
Spectrum TV™	47.98
Internet Services	59.99
Spectrum Voice™	29.98
Other Charges	16.45
One-Time Charges	0.00
Taxes, Fees and Charges	4.74
Current Charges	\$159.14
YOUR AUTO PAY WILL BE PROCESSED 09/04/20	
<b>Total Due by Auto Pay</b>	<b>\$159.14</b>

### Thank you for choosing Spectrum.

To avoid a late fee, the BALANCE must be paid by the DUE DATE. We appreciate your prompt payment and value you as a customer.

**Auto Pay** Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.

**NOTE.** Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

**Enrolled in Auto Pay:** Your Auto Pay payment will be deducted on your due date.

**Promotion Discount** Thank you for being a customer. We hope you are continuing to take advantage of all that your services have to offer.

When you signed up for new services, you received a discounted promotional rate on your bill. Although the discounted rate for the first part of your promotion is about to end, we are pleased to provide you with a new discount off standard pricing for an additional 12 months, beginning with next month's statement.

Thank you again for your business. It is our pleasure to serve you.

**PLANNING A MOVE? We can help, and we're ready when you are.** Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. **CALL 1-855-241-3407 or visit [Spectrum.com/easymove](https://spectrum.com/easymove)**



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652  
8448 2000 NO RP 17 08182020 NNNNNNNN 01 992353

LOUIS LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

August 17, 2020

**LOUIS LOCCISANO**

Account Number: 8448 20 018 8133994  
Service At: 4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

**Total Due by Auto Pay** **\$159.14**

SPECTRUM  
PO BOX 60074  
CITY OF INDUSTRY CA 91716-0074

844820018813399400159145



Account Number: LOUIS LOCCISANO  
8448 20 018 8133994  
Security Code: 2281

Have questions about your bill?  
Visit us at [Spectrum.net/billing](https://spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 08182020 NNNNNNNN 01 992353

## Charge Details

Previous Balance		136.01
EFT Payment	08/05	-136.01
<b>Remaining Balance</b>		<b>\$0.00</b>

Payments received after 08/17/20 will appear on your next bill.

Service from 08/17/20 through 09/16/20

## Spectrum TV™

Spectrum TV Select	73.99
Basic TV & Expanded Basic TV Services	
Promo Discount - 24 Months	-34.00
Spectrum Receiver	7.99
DVR Service	12.99
Promo Discount - 24 Months	-12.99
	<b>\$47.98</b>

**Spectrum TV™ Total** **\$47.98**

## Internet Services

Spectrum Internet Ultra	25.00
Promo Discount	-5.00
Spectrum Internet	65.99
Promo Discount - 24 Months	-26.00
WiFi Service	5.00
WiFi Free W/ultra_gig	-5.00
	<b>\$59.99</b>

**Internet Services Total** **\$59.99**

## Spectrum Voice™

## Phone number (818) 763-4010

Additional Unlimited	19.99
Long Distance Pkg Includes Phone Line, Modem, Up to 18 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$19.99</b>

## Phone number (818) 769-3444

Unlimited Long Distance	9.99
Pkg Includes: Phone Line, Modem, Up to 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$9.99</b>

For additional call details,  
please visit [spectrum.net/account](https://spectrum.net/account)

**Spectrum Voice™ Total** **\$29.98**

## Other Charges

Broadcast TV Surcharge	16.45
<b>Other Charges Total</b>	<b>\$16.45</b>

## One-Time Charges

Change Of Service	07/22	0.00
<b>One-Time Charges Total</b>		<b>\$0.00</b>

## Taxes, Fees and Charges

PEG Capital Fee	0.75
Franchise Fee	3.91
Regulatory Cost Recovery Fee	0.08
<b>Taxes, Fees and Charges Total</b>	<b>\$4.74</b>

**Current Charges** **\$159.14**

**Total Due by Auto Pay** **\$159.14**

Continued on the next page....

Local Spectrum Store: 8000 Van Nuys Blvd, Van Nuys CA 91402 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Visit [Spectrum.com/stores](https://spectrum.com/stores) for store locations. For questions or concerns, visit [Spectrum.net/support](https://spectrum.net/support)



Account Number: **LOUIS LOCCISANO**  
 8448 20 018 8133994  
 Security Code: **2281**

### Have questions about your bill?

Visit us at [Spectrum.net/billing](http://Spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 08182020 NNNNNNNN 01 992353

## Messages continued from page 1

### Download the latest version of the My Spectrum App from your device's app store.

The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

## Billing Information

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](http://spectrum.com/policies).

**Spectrum Receiver \$7.99** - Charges include \$6.99 for Receiver Rental and \$1.00 for Secure Connection.

**Programming Changes** - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on [spectrum.net/programmingnotices](http://spectrum.net/programmingnotices).

**Spectrum Terms and Conditions of Service** - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

**Alternate Statement Formats** - Alternative formats of Spanish, Spanish or English Braille and Spanish or English large print are available for future billing statements and customer communications, by request, and can be provided within 30 days of Spectrum's receipt of the request. To request an alternative format option, please contact Spectrum at 1-844-762-1301.

**Broadcast TV Surcharge** - The Broadcast TV Surcharge is a fee reflecting charges assessed to Spectrum by the owners of local broadcast and local "network-affiliated" TV stations.

### Authorization to Convert your Check to an Electronic Funds Transfer Debit

- If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

**Late Fee** - This bill is now due and payable. A late payment charge of \$4.75 will be assessed if the account is past due. Please contact Spectrum with bill questions. If your questions remain unresolved, you may contact the CPUC's Consumer Affairs Branch at 1-800-649-7570.

**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-707-7328 or email [PriorityEscalationTeam@charter.com](mailto:PriorityEscalationTeam@charter.com). For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com). To follow up on a written closed captioning concern only, please call 1-877-276-7432.

**Franchise Administrator** - City of Los Angeles, Information Technology Agency 200 N Main St, City Hall East, 14th Floor, Los Angeles CA 90012 Telephone and TDD: 3-1-1 One Call To City Hall or <http://www.lacity.org>

**Complaint Procedures** - You have 60 days from the billing date to register a complaint if you disagree with your charges.

**Spectrum Voice Provider** - Time Warner Cable Information Services (California), LLC

**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment.

For immediate closed captioning concerns, call 1-855-707-7328 or email [closedcaptioningsupport@charter.com](mailto:closedcaptioningsupport@charter.com).

To report a complaint on an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Sr. Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, call 1-877-276-7432 or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com).

### The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: UTILITY USERS

TAX-TELECOMMUNICATION \$2.32. FEES AND CHARGES: CA RELAY SERVICE & COMM. DEVICEFUND \$0.09, CASF AND HIGH COST B SURCHARGE \$0.10, CTF - CA TELECONNECT FUND \$0.14, E911 SURCHARGE \$0.66, FEDERAL UNIVERSAL SVC RECOVERY FEE \$1.31, HIGH COST FUND SURCHARGE A \$0.06, REGULATORY COST REC.

**Billing** - This bill is now due and payable; it becomes subject to a late payment charge if not paid within 15 calendar days of presentation date. Should you question this bill, please request an explanation from Time Warner Cable Information Services (California), LLC.

If you believe you have been billed incorrectly you may file a complaint with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102. To avoid having service disconnected, payment of the disputed bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to the CLEC pending the outcome of the Commission's Consumer Affairs Branch review. The Consumer Affairs Branch shall review the basis of the billed amount, communicate the results of its review to the parties and inform you of your recourse to pursue the matter further with the Commission.

If you believe there is an error on your bill or have a question about your service, please call **Time Warner Cable Information Services (California), LLC** customer support at **1-888-438-2427**.

If you are not satisfied with **Time Warner Cable Information Services (California), LLC** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
 Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.



Account Number: **LOUIS LOCCISANO**  
8448 20 018 8133994  
Security Code: **2281**

**Have questions about your bill?**Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 08182020 NNNNNNNN 01 992353

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well as their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

## Type of Call, Language and Toll-free 800 Number

TTY/VCO/HCO to Voice: English 1-800-735-2929  
Spanish 1-800-855-3000

Voice to TTY/VCO/HCO: English 1-800-735-2922  
Spanish 1-800-855-3000

From or to Speech-to-Speech: English & Spanish 1-800-854-7784





September 17, 2020  
Account Number: **8448 20 018 8133994**  
Security Code: **2281**  
Service At: **4724 FORMAN AVE**  
**TOLUCA LAKE CA 91602-1619**

## Auto Pay Notice

### Have questions about your bill?

Visit us at [Spectrum.net/billing](https://Spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

## Summary

Service from 09/17/20 through 10/16/20  
details on following pages

Previous Balance	159.14
Payments Received -Thank You!	-159.14
<b>Remaining Balance</b>	<b>\$0.00</b>
Spectrum TV™	60.97
Internet Services	74.99
Spectrum Voice™	29.98
Other Charges	16.45
One-Time Charges	0.00
Taxes, Fees and Charges	5.56
Current Charges	\$187.95
YOUR AUTO PAY WILL BE PROCESSED 10/04/20	
<b>Total Due by Auto Pay</b>	<b>\$187.95</b>

## SPECTRUM NEWS

**NOTE.** Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

**Enrolled in Auto Pay:** Your Auto Pay payment will be deducted on your due date.

### COMING IN NOVEMBER – CALL GUARD

At Spectrum, we continually evaluate our products to ensure we are bringing you superior services. In the coming weeks, you will receive access to Call Guard, a new feature of Spectrum Voice® that will automatically protect you against security threats that come from unwanted or fraudulent calls. As a result, we will no longer be providing or supporting Nomorobo when Call Guard launches in November.

**Important Account Update** Thank you for being a customer.

This is just a reminder as you review this month's statement that the discounted rate for the first part of your promotion period has ended, but we are pleased to provide you with a new discount off standard pricing for an additional 12 months.

Again, thank you for your business. It is our pleasure to serve you.

### Thank you for choosing Spectrum.

To avoid a late fee, the BALANCE must be paid by the DUE DATE. We appreciate your prompt payment and value you as a customer.

**Auto Pay** Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652  
8448 2000 NO RP 17 09182020 NNNNNNNN 01 994625

LOUIS LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

September 17, 2020

**LOUIS LOCCISANO**

Account Number: 8448 20 018 8133994  
Service At: 4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

**Total Due by Auto Pay** **\$187.95**

SPECTRUM  
PO BOX 60074  
CITY OF INDUSTRY CA 91716-0074

844820018813399400187955

Account Number: LOUIS LOCCISANO  
8448 20 018 8133994  
Security Code: 2281

Have questions about your bill?  
Visit us at [Spectrum.net/billing](https://spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 09182020 NNNNNNNN 01 994625

## Charge Details

Previous Balance	159.14
EFT Payment 09/05	-159.14
<b>Remaining Balance</b>	<b>\$0.00</b>

Payments received after 09/17/20 will appear on your next bill.

Service from 09/17/20 through 10/16/20

## Spectrum TV™

Spectrum TV Select	73.99
Basic TV & Expanded Basic TV Services	
Promo Discount - 24 Months	-34.00
Spectrum Receiver	7.99
DVR Service	12.99
	<b>\$60.97</b>

Spectrum TV™ Total \$60.97

## Internet Services

Spectrum Internet Ultra	25.00
Promo Discount	-5.00
Spectrum Internet	65.99
Promo Discount	-11.00
WiFi Service	5.00
WiFi Free W/ultra_gig	-5.00
	<b>\$74.99</b>

Internet Services Total \$74.99

## Spectrum Voice™

Phone number (747) 203-8246

Unlimited Long Distance	9.99
Pkg Includes: Phone Line, Modem, Up to 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$9.99</b>

Phone number (818) 821-3106

## Spectrum Voice™ Continued

Additional Unlimited	19.99
Long Distance Pkg Includes Phone Line, Modem, Up to 18 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$19.99</b>

For additional call details,  
please visit [spectrum.net/account](https://spectrum.net/account)

Spectrum Voice™ Total \$29.98

## Other Charges

Broadcast TV Surcharge	16.45
<b>Other Charges Total</b>	<b>\$16.45</b>

## One-Time Charges

Change Of Service 09/02	0.00
<b>One-Time Charges Total</b>	<b>\$0.00</b>

## Taxes, Fees and Charges

PEG Capital Fee	0.89
Franchise Fee	4.59
Regulatory Cost Recovery Fee	0.08
<b>Taxes, Fees and Charges Total</b>	<b>\$5.56</b>

Current Charges \$187.95

**Total Due by Auto Pay \$187.95**

Messages continued from page 1

Continued on the next page....

Local Spectrum Store: 8000 Van Nuys Blvd, Van Nuys CA 91402 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Visit [Spectrum.com/stores](https://spectrum.com/stores) for store locations. For questions or concerns, visit [Spectrum.net/support](https://spectrum.net/support)



Account Number: LOUIS LOCCISANO  
8448 20 018 8133994  
Security Code: 2281

**Have questions about your bill?**Visit us at [Spectrum.net/billing](https://www.spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 09182020 NNNNNNNN 01 994625

**Messages continued from page 1****PLANNING A MOVE? We can help, and we're ready when you are.**

Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. **Call 1-855-689-4899 or visit [Spectrum.com/easymove](https://www.spectrum.com/easymove)**

**CUSTOMER EXCLUSIVE:** Spectrum Originals is a premier destination for premium original series, available exclusively to Spectrum TV subscribers on-demand and ad-free. Enjoy series like the second season of L.A.'s Finest, Curfew, Mad About You and more. **Visit [SpectrumOriginals.com](https://www.spectrum.com/originals) to learn more.**

**Download the latest version of the My Spectrum App from your device's app store.**

The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

**Billing Information**

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](https://www.spectrum.com/policies).

**Spectrum Receiver \$7.99** - Charges include \$6.99 for Receiver Rental and \$1.00 for Secure Connection.

**Programming Changes** - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on [spectrum.net/programmingnotices](https://www.spectrum.net/programmingnotices).

**Spectrum Terms and Conditions of Service** - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

**Alternate Statement Formats** - Alternative formats of Spanish, Spanish or English Braille and Spanish or English large print are available for future billing statements and customer communications, by request, and can be provided within 30 days of Spectrum's receipt of the request. To request an alternative format option, please contact Spectrum at 1-844-762-1301.

**Broadcast TV Surcharge** - The Broadcast TV Surcharge is a fee reflecting charges assessed to Spectrum by the owners of local broadcast and local "network-affiliated" TV stations.

**Authorization to Convert your Check to an Electronic Funds Transfer Debit**

- If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

**Late Fee** - This bill is now due and payable. A late payment charge of \$4.75 will be assessed if the account is past due. Please contact Spectrum with bill questions. If your questions remain unresolved, you may contact the CPUC's Consumer Affairs Branch at 1-800-649-7570.

**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment. For immediate closed captioning inquiries, call 1-855-707-7328 or email [PriorityEscalationTeam@chartercom.com](mailto:PriorityEscalationTeam@chartercom.com). For assistance with an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com). To follow up on a written closed captioning concern only, please call 1-877-276-7432.

**Franchise Administrator** - City of Los Angeles, Information Technology Agency 200 N Main St, City Hall East, 14th Floor, Los Angeles CA 90012 Telephone and TDD: 3-1-1 One Call To City Hall or <http://www.lacity.org>

**Complaint Procedures** - You have 60 days from the billing date to register a complaint if you disagree with your charges.

**Spectrum Voice Provider** - Time Warner Cable Information Services (California), LLC

**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment.

For immediate closed captioning concerns, call 1-855-707-7328 or email [closedcaptioningsupport@charter.com](mailto:closedcaptioningsupport@charter.com).

To report a complaint on an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Sr. Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, call 1-877-276-7432 or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com).

**The following taxes, fees and surcharges are included in the price of the applicable service -**

TAXES: UTILITY USERS TAX-TELECOMMUNICATION \$2.32. FEES AND CHARGES: CA RELAY SERVICE & COMM. DEVICEFUND \$0.09, CASF AND HIGH COST B SURCHARGE \$0.10, CTF - CA TELECONNECT FUND \$0.14, E911 SURCHARGE \$0.66, FEDERAL UNIVERSAL SVC RECOVERY FEE \$1.31, HIGH COST FUND SURCHARGE A \$0.06, REGULATORY COST REC.

**Billing** - This bill is now due and payable; it becomes subject to a late payment charge if not paid within 15 calendar days of presentation date. Should you question this bill, please request an explanation from Time Warner Cable Information Services (California), LLC.

If you believe you have been billed incorrectly you may file a complaint with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102. To avoid having service disconnected, payment of the disputed bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to the CLEC pending the outcome of the Commission's Consumer Affairs Branch review. The Consumer Affairs Branch shall review the basis of the billed amount, communicate the results of its review to the parties and inform you of your recourse to pursue the matter further with the Commission.





Account Number: **LOUIS LOCCISANO**  
8448 20 018 8133994  
Security Code: **2281**

**Have questions about your bill?**Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 09182020 NNNNNNNN 01 994625

If you believe there is an error on your bill or have a question about your service, please call **Time Warner Cable Information Services (California), LLC** customer support at **1-888-438-2427**.

If you are not satisfied with **Time Warner Cable Information Services (California), LLC** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well as their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call, Language and Toll-free 800 Number

TTY/VCO/HCO to Voice: English 1-800-735-2929  
Spanish 1-800-855-3000

Voice to TTY/VCO/HCO: English 1-800-735-2922  
Spanish 1-800-855-3000

From or to Speech-to-Speech: English & Spanish 1-800-854-7784





October 17, 2020  
Account Number: **8448 20 018 8133994**  
Security Code: **2281**  
Service At: **4724 FORMAN AVE**  
**TOLUCA LAKE CA 91602-1619**

## Auto Pay Notice

### Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

## Summary

Service from 10/17/20 through 11/16/20  
details on following pages

Previous Balance	187.95
Payments Received -Thank You!	-187.95
<b>Remaining Balance</b>	<b>\$0.00</b>
Spectrum TV™	60.97
Internet Services	74.99
Spectrum Voice™	29.98
Other Charges	16.45
One-Time Charges	0.00
Taxes, Fees and Charges	5.56
Current Charges	\$187.95
YOUR AUTO PAY WILL BE PROCESSED 11/04/20	
<b>Total Due by Auto Pay</b>	<b>\$187.95</b>

### Thank you for choosing Spectrum.

To avoid a late fee, the BALANCE must be paid by the DUE DATE. We appreciate your prompt payment and value you as a customer.

**Auto Pay** Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.

**NOTE.** Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

**Enrolled in Auto Pay:** Your Auto Pay payment will be deducted on your due date.

**Terms and Conditions.** Our standard terms and conditions for Spectrum Residential Services will be updated effective December 7, 2020. To obtain a copy, please visit [Spectrum.com/Policies](https://spectrum.com/Policies)

### COMING IN DECEMBER – CALL GUARD

At Spectrum, we continually evaluate our products to ensure we are bringing you superior services. In the coming weeks, you will receive access to Call Guard, a new feature of Spectrum Voice® that will automatically protect you against security threats that come from unwanted or fraudulent calls. As a result, we will no longer be providing or supporting Nomorobo when Call Guard launches in December.

There is no action required for your transition to Call Guard. To learn more about Call Guard, visit [Spectrum.net/callguard](https://spectrum.net/callguard).

**PLANNING A MOVE? We can help, and we're ready when you are.** Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. **Call 1-855-689-4899 or visit [Spectrum.com/easymove](https://spectrum.com/easymove)**



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652  
8448 2000 NO RP 17 10182020 NNNNNNNN 01 992230

LOUIS LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

October 17, 2020

**LOUIS LOCCISANO**

Account Number: 8448 20 018 8133994  
Service At: 4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

**Total Due by Auto Pay** **\$187.95**

SPECTRUM  
PO BOX 60074  
CITY OF INDUSTRY CA 91716-0074

844820018813399400187955



Account Number: LOUIS LOCCISANO  
8448 20 018 8133994  
Security Code: 2281

Have questions about your bill?  
Visit us at [Spectrum.net/billing](https://spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 10182020 NNNNNNNN 01 992230

**Charge Details**

Previous Balance	187.95
EFT Payment 10/05	-187.95
<b>Remaining Balance</b>	<b>\$0.00</b>

Payments received after 10/17/20 will appear on your next bill.

Service from 10/17/20 through 11/16/20

**Spectrum TV™**

Spectrum TV Select	73.99
Basic TV & Expanded Basic TV Services	
Promo Discount - 24 Months	-34.00
Spectrum Receiver	7.99
DVR Service	12.99
	<b>\$60.97</b>

**Spectrum TV™ Total** **\$60.97**

**Internet Services**

Spectrum Internet Ultra	25.00
Promo Discount	-5.00
Spectrum Internet	65.99
Promo Discount	-11.00
WiFi Service	5.00
WiFi Free W/ultra_gig	-5.00
	<b>\$74.99</b>

**Internet Services Total** **\$74.99**

**Spectrum Voice™**

<b>Phone number (818) 763-4010</b>	
Unlimited Long Distance	9.99
Pkg Includes: Phone Line, Modem, Up to 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$9.99</b>

**Phone number (818) 769-3444**

**Spectrum Voice™ Continued**

Additional Unlimited	19.99
Long Distance Pkg Includes Phone Line, Modem, Up to 18 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$19.99</b>

For additional call details,  
please visit [spectrum.net/account](https://spectrum.net/account)

**Spectrum Voice™ Total** **\$29.98**

**Other Charges**

Broadcast TV Surcharge	16.45
<b>Other Charges Total</b>	<b>\$16.45</b>

**One-Time Charges**

Change Of Service 10/09	0.00
<b>One-Time Charges Total</b>	<b>\$0.00</b>

**Taxes, Fees and Charges**

PEG Capital Fee	0.89
Franchise Fee	4.59
Regulatory Cost Recovery Fee	0.08
<b>Taxes, Fees and Charges Total</b>	<b>\$5.56</b>

**Current Charges** **\$187.95**  
**Total Due by Auto Pay** **\$187.95**

**Messages continued from page 1**

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Continued on the next page....

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Account Number: LOUIS LOCCISANO  
8448 20 018 8133994  
Security Code: 2281

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8448 2000 NO RP 17 10182020 NNNNNNNN 01 992230

## Messages continued from page 1

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### The following taxes, fees and surcharges are included in the price of the applicable service - TAXES: UTILITY USERS

TAX-TELECOMMUNICATION \$2.31. FEES AND CHARGES: CA RELAY SERVICE & COMM. DEVICEFUND \$0.09, CASF AND HIGH COST B SURCHARGE \$0.10, CTF - CA TELECONNECT FUND \$0.14, E911 SURCHARGE \$0.69, FEDERAL UNIVERSAL SVC RECOVERY FEE \$1.34, HIGH COST FUND SURCHARGE A \$0.06, REGULATORY COST REC.

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Type of Call, Language and Toll-free 800 Number

TTY/VCO/HCO to Voice: English 1-800-735-2929  
Spanish 1-800-855-3000

Voice to TTY/VCO/HCO: English 1-800-735-2922  
Spanish 1-800-855-3000

From or to Speech-to-Speech: English & Spanish 1-800-854-7784



Account: Louis Loccisano  
Security Code: 8448 20 018 8133994  
**2281**



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Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 10182020 NNNNNNNN 01 992230





November 17, 2020  
Account Number: **8448 20 018 8133994**  
Security Code: **2281**  
Service At: **4724 FORMAN AVE**  
**TOLUCA LAKE CA 91602-1619**

## Auto Pay Notice

### Have questions about your bill?

Visit us at [Spectrum.net/billing](https://Spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

### Summary

Service from 11/17/20 through 12/16/20  
details on following pages

Previous Balance	187.95
Payments Received -Thank You!	-187.95
<b>Remaining Balance</b>	<b>\$0.00</b>
Spectrum TV™	60.97
Internet Services	74.99
Spectrum Voice™	29.98
Other Charges	16.45
Taxes, Fees and Charges	5.56
Current Charges	\$187.95
YOUR AUTO PAY WILL BE PROCESSED 12/04/20	
<b>Total Due by Auto Pay</b>	<b>\$187.95</b>

### Thank you for choosing Spectrum.

To avoid a late fee, the BALANCE must be paid by the DUE DATE. We appreciate your prompt payment and value you as a customer.

**Auto Pay** Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652  
8448 2000 NO RP 17 11182020 NNNNNNNN 01 990423

LOUIS LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

## SPECTRUM NEWS

**NOTE.** Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

**Enrolled in Auto Pay:** Your Auto Pay payment will be deducted on your due date.

### IMPORTANT INFORMATION ABOUT YOUR CHANNEL LINEUP

Important Spectrum TV® Update  
Effective on or after **November 18, 2020**, the WGN America West feed will convert to the East feed. As a result, there will be a three hour adjustment in the programming schedule for this channel. Due to this change, any scheduled DVR recordings for this channel will need to be reset.

For a current channel lineup, visit [www.Spectrum.com/channels](http://www.Spectrum.com/channels).

### PLANNING A MOVE? We can help, and we're ready when you are.

Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. And don't forget to ask about Spectrum Mobile. Call **1-855-640-0884** or visit [Spectrum.com/easymove](http://Spectrum.com/easymove)

**Do you own a business?** You're Pre-Qualified for Spectrum Business Services. Spectrum Business offers the best Internet, voice, and TV solutions at the best price. Call **1-855-762-1247** today for a free, no obligation quote for your business.

November 17, 2020

**LOUIS LOCCISANO**

Account Number: 8448 20 018 8133994  
Service At: 4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

**Total Due by Auto Pay**

**\$187.95**

SPECTRUM  
PO BOX 60074  
CITY OF INDUSTRY CA 91716-0074

844820018813399400187955



Account Number: LOUIS LOCCISANO  
 Security Code: 8448 20 018 8133994  
 2281

Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 11182020 NNNNNNNN 01 990423

## Charge Details

Previous Balance		187.95
EFT Payment	11/05	-187.95
<b>Remaining Balance</b>		<b>\$0.00</b>

Payments received after 11/17/20 will appear on your next bill.

Service from 11/17/20 through 12/16/20

## Spectrum TV™

Spectrum TV Select	73.99
Basic TV & Expanded Basic TV Services	
Promo Discount - 24 Months	-34.00
Spectrum Receiver	7.99
DVR Service	12.99
	<b>\$60.97</b>

**Spectrum TV™ Total \$60.97**

## Internet Services

Spectrum Internet Ultra	25.00
Promo Discount	-5.00
Spectrum Internet	65.99
Promo Discount	-11.00
WiFi Service	5.00
WiFi Free W/ultra_gig	-5.00
	<b>\$74.99</b>

**Internet Services Total \$74.99**

## Spectrum Voice™

Phone number (818) 763-4010

Unlimited Long Distance	9.99
Pkg Includes: Phone Line, Modem, Up to 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$9.99</b>

Phone number (818) 769-3444

## Spectrum Voice™ Continued

Additional Unlimited	19.99
Long Distance Pkg Includes Phone Line, Modem, Up to 18 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$19.99</b>

For additional call details,  
 please visit [spectrum.net/account](https://spectrum.net/account)

**Spectrum Voice™ Total \$29.98**

## Other Charges

Broadcast TV Surcharge	16.45
<b>Other Charges Total</b>	<b>\$16.45</b>

## Taxes, Fees and Charges

PEG Capital Fee	0.89
Franchise Fee	4.59
Regulatory Cost Recovery Fee	0.08
<b>Taxes, Fees and Charges Total</b>	<b>\$5.56</b>

**Current Charges \$187.95**

**Total Due by Auto Pay \$187.95**

**Messages continued from page 1**

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## Billing Information

Continued on the next page....

Local Spectrum Store: 8000 Van Nuys Blvd, Van Nuys CA 91402 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Visit [Spectrum.com/stores](https://spectrum.com/stores) for store locations. For questions or concerns, visit [Spectrum.net/support](https://spectrum.net/support)



Account Number: **LOUIS LOCCISANO**  
 Security Code: **8448 20 018 8133994**  
**2281**

#### Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 11182020 NNNNNNNN 01 990423

**Tax and Fees** - This statement reflects the current taxes and fees for your area (including sales, excise, user taxes, etc.). These taxes and fees may change without notice.

**Terms & Conditions** - Spectrum's detailed standard terms and conditions for service are located at [spectrum.com/policies](https://spectrum.com/policies).

**Spectrum Receiver \$7.99** - Charges include \$6.99 for Receiver Rental and \$1.00 for Secure Connection.

**Programming Changes** - For information on any upcoming programming changes, please consult the Legal Notices published in your local newspaper and on [spectrum.net/programmingnotices](https://spectrum.net/programmingnotices).

**Spectrum Terms and Conditions of Service** - In accordance with the Spectrum Terms and Conditions of Service, Spectrum services are billed on a monthly basis. Spectrum does not provide credits for monthly subscription services that are cancelled prior to the end of the current billing month.

**Alternate Statement Formats** - Alternative formats of Spanish, Spanish or English Braille and Spanish or English large print are available for future billing statements and customer communications, by request, and can be provided within 30 days of Spectrum's receipt of the request. To request an alternative format option, please contact Spectrum at 1-844-762-1301.

#### Authorization to Convert your Check to an Electronic Funds

**Transfer Debit** - If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

**Late Fee** - This bill is now due and payable. A late payment charge of \$4.75 will be assessed if the account is past due. Please contact Spectrum with bill questions. If your questions remain unresolved, you may contact the CPUC's Consumer Affairs Branch at 1-800-649-7570.

**Franchise Administrator** - City of Los Angeles, Information Technology Agency 200 N Main St, City Hall East, 14th Floor, Los Angeles CA 90012 Telephone and TDD: 3-1-1 One Call To City Hall or <http://www.lacity.org>

**Complaint Procedures** - You have 60 days from the billing date to register a complaint if you disagree with your charges.

**Spectrum Voice Provider** - Time Warner Cable Information Services (California), LLC

**Video Closed Captioning Inquiries** - Spectrum provided set-top boxes for video consumption support the ability for the user to enable or disable Closed Captions for customers with hearing impairment.

For immediate closed captioning concerns, call 1-855-707-7328 or email [closedcaptioningsupport@charter.com](mailto:closedcaptioningsupport@charter.com).

To report a complaint on an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Sr. Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, call 1-877-276-7432 or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com).

**The following taxes, fees and surcharges are included in the price of the applicable service** - TAXES: UTILITY USERS TAX-TELECOMMUNICATION \$2.32. FEES AND CHARGES: CA RELAY SERVICE & COMM. DEVECFUND \$0.09, CASF AND HIGH COST B SURCHARGE \$0.10, CTF - CA TELECONNECT FUND \$0.14, E911 SURCHARGE \$0.60, FEDERAL UNIVERSAL SVC RECOVERY FEE \$1.34, HIGH COST FUND SURCHARGE A \$0.06, REGULATORY COST REC.

**Billing** - This bill is now due and payable; it becomes subject to a late payment charge if not paid within 15 calendar days of presentation date. Should you question this bill, please request an explanation from Time Warner Cable Information Services (California), LLC.

If you believe you have been billed incorrectly you may file a complaint with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102. To avoid having service disconnected, payment of the disputed bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to the CLEC pending the outcome of the Commission's Consumer Affairs Branch review. The Consumer Affairs Branch shall review the basis of the billed amount, communicate the results of its review to the parties and inform you of your recourse to pursue the matter further with the Commission.

If you believe there is an error on your bill or have a question about your service, please call **Time Warner Cable Information Services (California), LLC** customer support at **1-888-438-2427**.

If you are not satisfied with **Time Warner Cable Information Services (California), LLC** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)  
 Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102.

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well as their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of Call, Language and Toll-free 800 Number

TTY/VCO/HCO to Voice: English 1-800-735-2929  
 Spanish 1-800-855-3000

Voice to TTY/VCO/HCO: English 1-800-735-2922  
 Spanish 1-800-855-3000

From or to Speech-to-Speech: English & Spanish 1-800-854-7784



Account:  
Security Code:LOUIS LOCCISANO  
8448 20 018 8133994  
2281**Spectrum****Have questions about your bill?**Visit us at [Spectrum.net/billing](https://www.spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 11182020 NNNNNNNN 01 990423

**Spectrum**  
**BUSINESS**

## Are You a Small Business Owner?

Get the same unbeatable service  
you do at home—and enjoy the  
best value for your business.

To stay productive and competitive, small businesses need the  
latest and greatest Internet, TV and phone solutions at the best  
value. Contact Spectrum Business today and we will make sure  
your business has the right services at the lowest prices.



### SAVE ON BETTER TECHNOLOGY SOLUTIONS FOR YOUR BUSINESS



#### FAST INTERNET

Switch to 200 Mbps starting  
speeds—up to 940 Mbps.<sup>□</sup>



#### BUSINESS TV

Watch with crystal-clear  
HD channels.



#### RELIABLE VOICE

Get 35+ advanced  
calling features.

**Over 99.9% Network Reliability<sup>§</sup>**

**NO CONTRACTS • 24/7 BUSINESS CUSTOMER SUPPORT**

Stuck in a contract? We'll buy you out up to \$500.<sup>¶</sup>

See how much your business can save.

**Call: 1-855-584-5455**

Qualified new business customers only. Must not have subscribed to applicable services w/ in the last 30 days & have no outstanding obligation to Charter. □Spectrum Business Internet GIG includes speeds up to 940 Mbps. Internet speed may not be avail. in all areas. Actual speeds may vary. Advertised speed based on download speed on wired connection. Additional installation fees apply. §99.9% network reliability based on average HFC Availability, Jan 2019 - Mar 2020. Visit [business.spectrum.com/network-reliability](https://business.spectrum.com/network-reliability) for details. ¶Contract Buyout offer is valid up to \$500. Visit [Business.Spectrum.com/contractbuyout](https://Business.Spectrum.com/contractbuyout) for details. Services subject to all applicable service terms & conditions, which are subject to change. Services & promo. offers not avail. in all areas. Installation & other equipment, taxes & fees may apply. Restrictions apply. Call for details. © 2020 Charter Communications, Inc.

RAP-2010-RA1

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December 17, 2020  
Account Number: **8448 20 018 8133994**  
Security Code: **2281**  
Service At: **4724 FORMAN AVE**  
**TOLUCA LAKE CA 91602-1619**

## Auto Pay Notice

### Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

## Summary

Service from 12/17/20 through 01/16/21  
details on following pages

Previous Balance	187.95
Payments Received -Thank You!	-187.95
<b>Remaining Balance</b>	<b>\$0.00</b>
Spectrum TV™	60.97
Internet Services	74.99
Spectrum Voice™	29.98
Other Charges	16.45
Taxes, Fees and Charges	5.27
Current Charges	\$187.66
YOUR AUTO PAY WILL BE PROCESSED 01/04/21	
<b>Total Due by Auto Pay</b>	<b>\$187.66</b>

## SPECTRUM NEWS

**NOTE.** Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

**Enrolled in Auto Pay:** Your Auto Pay payment will be deducted on your due date.

**PLANNING A MOVE? We can help, and we're ready when you are.** Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. And don't forget to ask about Spectrum Mobile. **Call 1-855-640-0884 or visit [Spectrum.com/easymove](https://spectrum.com/easymove)**

**Do you own a business?** You're Pre-Qualified for Spectrum Business Services. Spectrum Business offers the best Internet, voice, and TV solutions at the best price. **Call 1-855-762-1247** today for a free, no obligation quote for your business.

**Download the latest version of the My Spectrum App from your device's app store.** The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

### Thank you for choosing Spectrum.

To avoid a late fee, the BALANCE must be paid by the DUE DATE. We appreciate your prompt payment and value you as a customer.

**Auto Pay** Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652  
8448 2000 NO RP 17 12182020 NNNNNNNN 01 991274

LOUIS LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

December 17, 2020

**LOUIS LOCCISANO**

Account Number: 8448 20 018 8133994  
Service At: 4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

**Total Due by Auto Pay** **\$187.66**

SPECTRUM  
PO BOX 60074  
CITY OF INDUSTRY CA 91716-0074

844820018813399400187666

Account Number: LOUIS LOCCISANO  
 Security Code: 8448 20 018 8133994  
 2281

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 Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 12182020 NNNNNNNN 01 991274

## Charge Details

Previous Balance	187.95
EFT Payment 12/05	-187.95
<b>Remaining Balance</b>	<b>\$0.00</b>

Payments received after 12/17/20 will appear on your next bill.

Service from 12/17/20 through 01/16/21

## Spectrum TV™

Spectrum TV Select	73.99
Basic TV & Expanded Basic TV Services	
Promo Discount - 24 Months	-34.00
Spectrum Receiver	7.99
DVR Service	12.99
	<b>\$60.97</b>

Spectrum TV™ Total \$60.97

## Internet Services

Spectrum Internet Ultra	25.00
Promo Discount	-5.00
Spectrum Internet	65.99
Promo Discount	-11.00
WiFi Service	5.00
WiFi Free W/ultra_gig	-5.00
	<b>\$74.99</b>

Internet Services Total \$74.99

## Spectrum Voice™

## Phone number (818) 763-4010

Unlimited Long Distance	9.99
Pkg Includes: Phone Line, Modem, Up to 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$9.99</b>

Phone number (818) 769-3444

## Spectrum Voice™ Continued

Additional Unlimited	19.99
Long Distance Pkg Includes Phone Line, Modem, Up to 18 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$19.99</b>

For additional call details,  
 please visit [spectrum.net/account](https://spectrum.net/account)

Spectrum Voice™ Total \$29.98

## Other Charges

Broadcast TV Surcharge	16.45
<b>Other Charges Total</b>	<b>\$16.45</b>

## Taxes, Fees and Charges

FCC Admin Fee	0.08
Franchise Fee	4.33
PEG Capital Fee	0.86
<b>Taxes, Fees and Charges Total</b>	<b>\$5.27</b>

Current Charges \$187.66

Total Due by Auto Pay \$187.66

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Account Number: LOUIS LOCCISANO  
 Security Code: 8448 20 018 8133994  
 2281

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Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 12182020 NNNNNNNN 01 991274

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**Billing** - This bill is now due and payable; it becomes subject to a late payment charge if not paid within 15 calendar days of presentation date. Should you question this bill, please request an explanation from Time Warner Cable Information Services (California), LLC.

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Type of Call, Language and Toll-free 800 Number

TTY/VCO/HCO to Voice: English 1-800-735-2929  
 Spanish 1-800-855-3000

Voice to TTY/VCO/HCO: English 1-800-735-2922  
 Spanish 1-800-855-3000

From or to Speech-to-Speech: English & Spanish 1-800-854-7784





Account:  
Security Code:LOUIS LOCCISANO  
8448 20 018 8133994  
2281**Spectrum****Have questions about your bill?**Visit us at [Spectrum.net/billing](https://www.spectrum.net/billing)

Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 12182020 NNNNNNNN 01 991274

**Spectrum**  
**BUSINESS**

## Are You a Small Business Owner?

Get the same unbeatable service  
you do at home—and enjoy the  
best value for your business.

To stay productive and competitive, small businesses need the  
latest and greatest Internet, TV and phone solutions at the best  
value. Contact Spectrum Business today and we will make sure  
your business has the right services at the lowest prices.



### SAVE ON BETTER TECHNOLOGY SOLUTIONS FOR YOUR BUSINESS



#### FAST INTERNET

Switch to 200 Mbps starting  
speeds—up to 940 Mbps.<sup>□</sup>



#### BUSINESS TV

Watch with crystal-clear  
HD channels.



#### RELIABLE VOICE

Get 35+ advanced  
calling features.

**Over 99.9% Network Reliability<sup>§</sup>**

**NO CONTRACTS • 24/7 BUSINESS CUSTOMER SUPPORT**

Stuck in a contract? We'll buy you out up to \$500.<sup>¶</sup>

See how much your business can save.

**Call: 1-855-584-5455**

Qualified new business customers only. Must not have subscribed to applicable services w/ in the last 30 days & have no outstanding obligation to Charter. □Spectrum Business Internet GIG includes speeds up to 940 Mbps. Internet speed may not be avail. in all areas. Actual speeds may vary. Advertised speed based on download speed on wired connection. Additional installation fees apply. §99.9% network reliability based on average HFC Availability, Jan 2019 - Mar 2020. Visit [business.spectrum.com/network-reliability](https://business.spectrum.com/network-reliability) for details. ¶Contract Buyout offer is valid up to \$500. Visit [Business.Spectrum.com/contractbuyout](https://Business.Spectrum.com/contractbuyout) for details. Services subject to all applicable service terms & conditions, which are subject to change. Services & promo. offers not avail. in all areas. Installation & other equipment, taxes & fees may apply. Restrictions apply. Call for details. © 2020 Charter Communications, Inc.

RAP-2010-RA1

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January 17, 2021  
Account Number: 8448 20 018 8133994  
Security Code: 2281  
Service At: 4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

## Auto Pay Notice

### Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)  
Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

## Summary

Service from 01/17/21 through 02/16/21  
details on following pages

Previous Balance	187.66
Payments Received -Thank You!	-187.66
<b>Remaining Balance</b>	<b>\$0.00</b>
Spectrum TV™	60.97
Internet Services	74.99
Spectrum Voice™	29.98
Other Charges	16.45
Taxes, Fees and Charges	5.27
Current Charges	\$187.66
YOUR AUTO PAY WILL BE PROCESSED 02/04/21	
<b>Total Due by Auto Pay</b>	<b>\$187.66</b>

### Thank you for choosing Spectrum.

To avoid a late fee, the BALANCE must be paid by the DUE DATE. We appreciate your prompt payment and value you as a customer.

**Auto Pay** Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652  
8448 2000 NO RP 17 01182021 NNNNNNNN 01 988135

LOUIS LOCCISANO  
4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

## SPECTRUM NEWS

**Enrolled in Auto Pay:** Your Auto Pay payment will be deducted on your due date.

**PLANNING A MOVE? We can help, and we're ready when you are.** Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. And don't forget to ask about Spectrum Mobile! **Call 1-877-958-7122 or visit [Spectrum.com/easymove](https://spectrum.com/easymove).**

**SAVE UP TO 40% on your wireless bill! FREE** nationwide talk and text, get the latest devices available. We offer two low-cost data plans, and you can keep your current number. **Calculate your savings at [SpectrumMobile.com/savingscalculator](https://spectrummobile.com/savingscalculator).** Claim your special winter savings and call 1-866-954-3048 or visit us in your neighborhood store.

**Do you own a business?** You're Pre-Qualified for Spectrum Business Services. Spectrum Business offers the best Internet, voice, and TV solutions at the best price. Call **1-844-936-0337** today for a free, no obligation quote for your business.

**Download the latest version of the My Spectrum App from your device's app store.** The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.



January 17, 2021

**LOUIS LOCCISANO**

Account Number: 8448 20 018 8133994  
Service At: 4724 FORMAN AVE  
TOLUCA LAKE CA 91602-1619

**Total Due by Auto Pay**

**\$187.66**

SPECTRUM  
PO BOX 60074  
CITY OF INDUSTRY CA 91716-0074

844820018813399400187666

Account Number: LOUIS LOCCISANO  
8448 20 018 8133994  
Security Code: 2281

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Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 01182021 NNNNNNNN 01 988135

## Charge Details

Previous Balance		187.66
EFT Payment	01/05	-187.66
<b>Remaining Balance</b>		<b>\$0.00</b>

Payments received after 01/17/21 will appear on your next bill.

Service from 01/17/21 through 02/16/21

## Spectrum TV™

Spectrum TV Select	73.99
Basic TV & Expanded Basic TV Services	
Promo Discount - 24 Months	-34.00
Your promotional price will expire on 09/16/21	
Spectrum Receiver	7.99
DVR Service	12.99
	<b>\$60.97</b>

**Spectrum TV™ Total \$60.97**

## Internet Services

Spectrum Internet Ultra	25.00
Promo Discount	-5.00
Your promotional price will expire on 09/16/21	
Spectrum Internet	65.99
Promo Discount	-11.00
Your promotional price will expire on 09/16/22	
WiFi Service	5.00
WiFi Free W/ultra_gig	-5.00
	<b>\$74.99</b>

**Internet Services Total \$74.99**

## Spectrum Voice™

<b>Phone number (818) 763-4010</b>	
Unlimited Long Distance	9.99
Pkg Includes: Phone Line, Modem, Up to 23 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$9.99</b>

<b>Phone number (818) 769-3444</b>	
Additional Unlimited	19.99
Long Distance Pkg Includes Phone Line, Modem, Up to 18 Calling Features, Calling Within U.S., Canada, Mexico, Puerto Rico, Guam & The Virgin Islands	
	<b>\$19.99</b>

For additional call details,  
please visit [spectrum.net/account](https://spectrum.net/account)

**Spectrum Voice™ Total \$29.98**

## Other Charges

Broadcast TV Surcharge	16.45
<b>Other Charges Total</b>	<b>\$16.45</b>

## Taxes, Fees and Charges

FCC Admin Fee	0.08
Franchise Fee	4.33
PEG Capital Fee	0.86
<b>Taxes, Fees and Charges Total</b>	<b>\$5.27</b>

**Current Charges \$187.66**  
**Total Due by Auto Pay \$187.66**

## Billing Information

Continued on the next page....

Local Spectrum Store: 8000 Van Nuys Blvd, Van Nuys CA 91402 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

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Account Number: **LOUIS LOCCISANO**  
 8448 20 018 8133994  
 Security Code: **2281**

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8448 2000 NO RP 17 01182021 NNNNNNNN 01 988135

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#### Authorization to Convert your Check to an Electronic Funds

**Transfer Debit** - If your check is returned, you expressly authorize your bank account to be electronically debited for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgment and acceptance of this policy and its terms and conditions.

**Late Fee** - This bill is now due and payable. A late payment charge of \$4.75 will be assessed if the account is past due. Please contact Spectrum with bill questions. If your questions remain unresolved, you may contact the CPUC's Consumer Affairs Branch at 1-800-649-7570.

**Franchise Administrator** - City of Los Angeles, Information Technology Agency 200 N Main St, City Hall East, 14th Floor, Los Angeles CA 90012 Telephone and TDD: 3-1-1 One Call To City Hall or <http://www.lacity.org>

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**Spectrum Voice Provider** - Time Warner Cable Information Services (California), LLC

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To report a complaint on an ongoing closed captioning issue, please send your concerns via US Mail to W. Wesselman, Sr. Director, 2 Digital Place, Simpsonville, SC 29681, send a fax to 1-704-697-4935, call 1-877-276-7432 or email [closedcaptioningissues@charter.com](mailto:closedcaptioningissues@charter.com).

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Type of Call, Language and Toll-free 800 Number

TTY/VCO/HCO to Voice: English 1-800-735-2929  
 Spanish 1-800-855-3000

Voice to TTY/VCO/HCO: English 1-800-735-2922  
 Spanish 1-800-855-3000

From or to Speech-to-Speech: English & Spanish 1-800-854-7784



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Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

8448 2000 NO RP 17 01182021 NNNNNNNN 01 988135

Spectrum mobile™

## More Lines = More Savings

When you add lines to your Spectrum Mobile account, you could save hundreds.\*

Visit [SpectrumMobile.com/SaveOnLines](https://SpectrumMobile.com/SaveOnLines)



Claim your special winter savings by 04/30/21

**Call 1-877-855-6014** or visit us in store

Spectrum Internet required. Auto-pay required. Per line activation charges apply. \*Based on information provided by more than 1.3 million consumers as of 06/01/2020. Results may vary. Not all customers will achieve the same results. To access 5G service, 5G compatible phone and 5G service required. Spectrum Mobile currently offers 5G in parts of select cities. Not all 5G capable phones compatible with 5G service. If 5G phone not compatible with 5G service or if 5G service is not available in your area, phone will automatically revert to the 4G service. 5G coverage will continue to expand. Speeds may vary. Visit [Spectrum.com/policies/mobile-terms](https://Spectrum.com/policies/mobile-terms) for full terms and conditions. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. ©2021 Charter Communications.

SABKINET

Account:  
Security Code:

LOUIS LOCCISANO  
8448 20 018 8133994  
2281

**Spectrum**

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8448 2000 NO RP 17 01182021 NNNNNNNN 01 988135

**Spectrum**  
**BUSINESS**



## Are You a Small Business Owner?

Get the same unbeatable service you do at home—and enjoy the best value for your business.

To stay productive and competitive, small businesses need the latest and greatest Internet, TV and phone solutions at the best value. Contact Spectrum Business today and we will make sure your business has the right services at the lowest prices.



### SAVE ON BETTER TECHNOLOGY SOLUTIONS FOR YOUR BUSINESS



#### FAST INTERNET

Switch to 200 Mbps starting speeds—up to 940 Mbps.<sup>†</sup>



#### BUSINESS TV

Watch with crystal-clear HD channels.



#### RELIABLE VOICE

Get 35+ advanced calling features.

**Over 99.9% Network Reliability<sup>§</sup>**

**NO CONTRACTS • 24/7 BUSINESS CUSTOMER SUPPORT**

Stuck in a contract? We'll buy you out up to \$500.<sup>‡</sup>

See how much your business can save.

**Call: 1-877-509-3123**

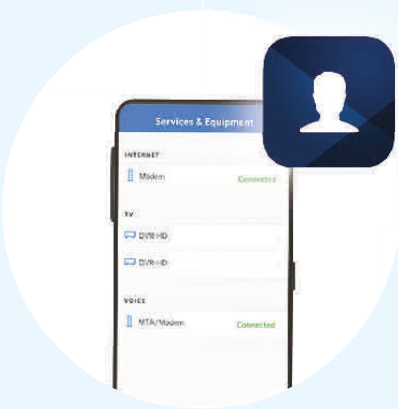
Qualified new business customers only. Must not have subscribed to applicable services w/ in the last 30 days & have no outstanding obligation to Charter. <sup>†</sup>Spectrum Business Internet GIG includes speeds up to 940 Mbps. Internet speed may not be avail. in all areas. Actual speeds may vary. Advertised speed based on download speed on wired connection. Additional installation fees apply. <sup>§</sup>99.9% network reliability based on average HFC Availability, Jan 2019 - Mar 2020. Visit [business.spectrum.com/network-reliability](https://business.spectrum.com/network-reliability) for details. <sup>‡</sup>Contract Buyout offer is valid up to \$500. Visit [Business.Spectrum.com/contractbuyout](https://Business.Spectrum.com/contractbuyout) for details. Services subject to all applicable service terms & conditions, which are subject to change. Services & promo. offers not avail. in all areas. Installation & other equipment, taxes & fees may apply. Restrictions apply. Call for details. © 2020 Charter Communications, Inc.

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# CONTROLLING YOUR SPECTRUM SERVICE HAS NEVER BEEN EASIER



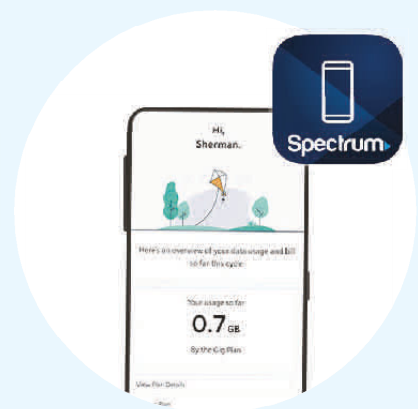
## MY SPECTRUM APP

- Troubleshoot equipment
- Update billing preferences
- Voted America's #1 Support App\*



## SPECTRUM TV® APP

- Watch up to 75,000 On Demand titles
- Access Spectrum Originals
- See in-app critic and family ratings



## SPECTRUM MOBILE APP

- Manage lines
- Monitor data usage
- View Autopay date



## Bonus! Download the Spectrum News App

Stay up to date on all the latest news and current events in one convenient place.



**Text APPS to 44796**  
or download from any app store

\*Based on all national telecommunications providers with at least 150,000 reviews in the Apple App Store and Google Play Store as of 12/01/2019 and operating in at least 20 states. Spectrum TV App requires Spectrum TV. Account credentials may be required to stream some TV content online. Spectrum News App: not currently available for SMB or Enterprise customers or Spectrum customers receiving Mobile service only. © 2021 Charter Communications.

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February 17, 2021  
 Account Number: **8448 20 018 8133994**  
 Security Code: **2281**  
 Service At: **4724 FORMAN AVE**  
**TOLUCA LAKE CA 91602-1619**

## Auto Pay Notice

### Have questions about your bill?

Visit us at [Spectrum.net/billing](https://spectrum.net/billing)  
 Or, call us at 1-855-70-SPECTRUM (1-855-707-7328)

### Summary

Service from 02/17/21 through 03/16/21  
 details on following pages

Previous Balance	187.66
Payments Received -Thank You!	-187.66
Adjustments	-17.73
<b>Remaining Balance</b>	<b>-\$17.73</b>
Spectrum TV™	60.97
Internet Services	74.99
Spectrum Voice™	29.98
Other Charges	16.45
Taxes, Fees and Charges	4.08
Current Charges	\$186.47
YOUR AUTO PAY WILL BE PROCESSED 03/04/21	
<b>Total Due by Auto Pay</b>	<b>\$168.74</b>

### Thank you for choosing Spectrum.

To avoid a late fee, the BALANCE must be paid by the DUE DATE. We appreciate your prompt payment and value you as a customer.

**Auto Pay** Thank you for signing up for auto pay. Please note your payment may be drafted and posted to your Spectrum account the day after your transaction is scheduled to be processed by your bank.



4145 S. FALKENBURG RD RIVERVIEW FL 33578-8652  
 8448 2000 NO RP 17 02182021 NNNNNNNN 01 986962

LOUIS LOCCISANO  
 4724 FORMAN AVE  
 TOLUCA LAKE CA 91602-1619

## SPECTRUM NEWS

**NOTE.** Taxes, Fees and Charges listed in the Summary only apply to Spectrum TV and Spectrum Internet and are detailed on the following page. Taxes, Fees and Charges for Spectrum Voice are detailed in the Billing Information section.

**Enrolled in Auto Pay:** Your Auto Pay payment will be deducted on your due date.

### SPORTS PROGRAMMING CREDIT

Due to the temporary COVID-related shutdown of sports in 2020 and the resulting reduced sports programming, this bill statement includes a one-time credit of \$17.73.

### PLANNING A MOVE? We can help, and we're ready when you are.

Call to transfer your Spectrum services, and we'll have everything connected so you can feel right at home. Call to move your Spectrum services and we'll get you connected with no hassles. We'll ship self-install kits to enable you to connect on your own terms, with easy step-by-step instructions included. And don't forget to ask about Spectrum Mobile! Call 1-877-958-7122 or visit [Spectrum.com/easymove](https://spectrum.com/easymove).

**SAVE UP TO 40% on your wireless bill!** FREE nationwide talk and text, get the latest devices available. We offer two low-cost data plans, and you can keep your current number. **Calculate your savings at [SpectrumMobile.com/savingscalculator](https://spectrummobile.com/savingscalculator)**. Claim your special winter savings and call 1-866-954-3048 or visit us in your neighborhood store.

February 17, 2021

**LOUIS LOCCISANO**

Account Number: 8448 20 018 8133994  
 Service At: 4724 FORMAN AVE  
 TOLUCA LAKE CA 91602-1619

**Total Due by Auto Pay** **\$168.74**

SPECTRUM  
 PO BOX 60074  
 CITY OF INDUSTRY CA 91716-0074

844820018813399400168740

Account Number: LOUIS LOCCISANO  
8448 20 018 8133994  
Security Code: 2281

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8448 2000 NO RP 17 02182021 NNNNNNNN 01 986962

**Charge Details**

Previous Balance		187.66
EFT Payment	02/05	-187.66

Payments received after 02/17/21 will appear on your next bill.

**Adjustments**

Sports Program Credit - Adjustment	02/04	-17.73
<b>Adjustments Total</b>		<b>-\$17.73</b>

<b>Remaining Balance</b>		<b>-\$17.73</b>
--------------------------	--	-----------------

Service from 02/17/21 through 03/16/21

**Spectrum TV™**

Spectrum TV Select	73.99
Basic TV & Expanded Basic TV Services	
Promo Discount - 24 Months	-34.00

Your promotional price will expire on 09/16/21

Spectrum Receiver	7.99
DVR Service	12.99
<b>\$60.97</b>	

<b>Spectrum TV™ Total</b>	<b>\$60.97</b>
---------------------------	----------------

**Internet Services**

Spectrum Internet Ultra	25.00
Promo Discount	-5.00

Your promotional price will expire on 09/16/21

Spectrum Internet	65.99
Promo Discount	-11.00

Your promotional price will expire on 09/16/22

WiFi Service	5.00
WiFi Free W/ultra_gig	-5.00

**Internet Services Continued****\$74.99**

<b>Internet Services Total</b>	<b>\$74.99</b>
--------------------------------	----------------

**Spectrum Voice™****Phone number (818) 763-4010**

Unlimited Long Distance	9.99
-------------------------	------

Pkg Includes: Phone Line, Modem, Up to 23 Calling  
Features, Calling Within U.S., Canada, Mexico, Puerto  
Rico, Guam & The Virgin Islands

**\$9.99****Phone number (818) 769-3444**

Additional Unlimited	19.99
----------------------	-------

Long Distance Pkg Includes Phone Line, Modem, Up to  
18 Calling Features, Calling Within U.S., Canada,  
Mexico, Puerto Rico, Guam & The Virgin Islands

**\$19.99**

For additional call details,  
please visit [spectrum.net/account](https://spectrum.net/account)

<b>Spectrum Voice™ Total</b>	<b>\$29.98</b>
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**Other Charges**

Broadcast TV Surcharge	16.45
<b>Other Charges Total</b>	<b>\$16.45</b>

**Taxes, Fees and Charges**

FCC Admin Fee	0.08
Franchise Fee	3.34
PEG Capital Fee	0.66
<b>Taxes, Fees and Charges Total</b>	<b>\$4.08</b>

<b>Current Charges</b>	<b>\$186.47</b>
<b>Total Due by Auto Pay</b>	<b>\$168.74</b>

Continued on the next page....

Local Spectrum Store: 8000 Van Nuys Blvd, Van Nuys CA 91402 Store Hours: Mon thru Sat - 10:00am to 8:00pm; Sun - 12:00pm to 5:00pm

Visit [Spectrum.com/stores](https://spectrum.com/stores) for store locations. For questions or concerns, visit [Spectrum.net/support](https://spectrum.net/support)

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Account Number: LOUIS LOCCISANO  
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8448 2000 NO RP 17 02182021 NNNNNNNN 01 986962

## Messages continued from page 1

**Do you own a business?** You're Pre-Qualified for Spectrum Business Services. Spectrum Business offers the best Internet, voice, and TV solutions at the best price. Call **1-844-936-0337** today for a free, no obligation quote for your business.

**Download the latest version of the My Spectrum App from your device's app store.** The My Spectrum App makes it easier than ever to manage your Spectrum services. A hassle-free experience with one convenient place for handling all your account needs.

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**The following taxes, fees and surcharges are included in the price of the applicable service** - TAXES: LOCAL UTILITY USERS TAX \$2.34. FEES AND CHARGES: CA RELAY SERVICE & COMM. DEVICEFUND \$0.09, CALIFORNIA TELECONNECT FUND SURCHARGE\$0.14, CASF AND HIGH COST B SURCHARGE \$0.18, E911FEE \$0.69, FEDERAL UNIVERSAL SERVICE FUND \$1.73, HIGH COST FUND SURCHARGE A \$0.12, STATE PUC RECOVER.

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Account Number: **LOUIS LOCCISANO**  
8448 20 018 8133994  
Security Code: **2281**

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**Spectrum**  
**BUSINESS**

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Switch to 200 Mbps starting  
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(THE ACADEMY TOWER)

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STEPHEN P. AJALAT  
LAWRENCE A. AJALAT

TELEPHONE (818) 506-1500  
FACSIMILE (818) 506-1016

AJALATLAW.COM

Direct E-Mail: [Larry@Ajalatlaw.com](mailto:Larry@Ajalatlaw.com)

November \_\_, 2020

**VIA CERTIFIED US MAIL**

AT&T Residential Service  
2150 Webster Street, Room 401  
Oakland, CA 94612

**Re: Ed Loccisano**  
**Account No. 818-763-9329-476-9**

Dear AT&T:

This office has been retained to assist Ed Loccisano and his family with regard to the matters stated herein.

On July 22, 2020, Ed and his family called and spoke with Spectrum in order to transfer two of their three home land lines ((818) 763-4010 and (818) 769-3444) to Spectrum to take advantage of much lower international calling rates, especially to Mexico. One phone line, (818) 763-9329, was to remain with AT&T.

On July 23, 2020, AT&T sent an "Order Confirmation" confirming that lines (818) 763-4010 and (818) 769-3444 were removed and such changes are "usually activated within 7-10 business days" of the request. The letter advised Ed to call if there were "any discrepancies." Of course, given that the letter was correct, Ed did not call. A copy of the letter is enclosed.

Thereafter, the phone lines continued to operate normally, and Ed and family continued to use their phones as normal, including multiple international calls to Mexico. Ed and family relied on the AT&T Order Confirmation letter that the AT&T lines had been removed.

However, despite the July 23, 2020 confirmation that lines (818) 763-4010 and (818) 769-3444 would be removed within 7-10 business days, they apparently were not removed. This resulted in the following bills being sent to Ed:

- August 17th billing in the amount of \$341.87, which was paid on September 17, 2020.
- September 17th billing in the amount of \$2,912.19, which was paid on October 17th, contested, returned by the bank, and is now being re-billed by AT&T; and
- October 17th billing in the amount of \$2,817.85, which has been billed and is due on November 17th.

As set out in AT&T's Order Confirmation letter, lines (818) 763-4010 and (818) 769-3444 were to be removed within "7-10 business days". Therefore, any charges that were incurred "7-10 business days" after July 23, 2020 and related to those lines are erroneous, disputed and will not be paid by my clients.

As such, demand is hereby made that you immediately correct and adjust the three AT&T billings referenced above as follows:

- August 17th billing in the amount of \$341.87. Correct to ensure that the only remaining portion due is applicable to the single line remaining with AT&T, namely, (818) 763-9329. Any credit after adjustment of this billing can be applied to the account;
- September 17th billing in the amount of \$2,912.19 Correct to ensure that the only remaining portion due is applicable to the single line remaining with AT&T, namely, (818) 763-9329;
- October 17th billing in the amount of \$2,817.85, which has been billed and is due on November 17th. Correct to ensure that the only remaining portion due is applicable to the single line remaining with AT&T, namely, (818) 763-9329;

Finally, a copy of this letter is being sent to the California Public Utilities Commission as well.

We look forward to receipt of new, corrected invoices for August, September and October, and an amicable resolution to this matter.

Very truly yours,  
AJALAT & AJALAT

Lawrence A. Ajalat

LA  
CC: Clients  
CALIFORNIA PUBLIC UTILITIES COMMISSION (CPUC)  
Consumer Affairs Branch  
505 Van Ness Avenue, Room 2003  
San Francisco, CA 94102

## PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520  
LOS ANGELES, CA 90013



January 28, 2021

Ed Loccisano  
4724 Forman Ave  
Toluca Lake CA 91602

**Subject: Commission File No: 522817 for Complaint with AT&T California**

Dear Ed Loccisano:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission has completed its review of your complaint against **AT&T California (AT&T)**. As part of the review, CAB considered the information that you provided, the information that **AT&T** provided to us about your account and applicable codes, orders and tariffs.

In your complaint you expressed concern regarding continued charges by utility after the release to port to another provider. **AT&T** investigated and reported their responsibility is to ensure that each Local Service Request received is processed in accordance with regulatory and industry guidelines. As such, AT&T stated their records show the Porting process was initiated as the numbers in question were ready for release and available to the new service provider. However, the utility was unable to locate a Local Service Request in agreement with the new provider for the telephone numbers in question and there was no contact from you regarding service status. Thus, the numbers remained active and continued to bill. According to the utility, your calls oscillated between domestic and long-distance calls, with no payments for September 17, 2020, to November 17, 2020. Further, AT&T explained they spoke with you on December 4, 2020, with advice to contact the new service provider to initiate the porting process. The utility informed CAB they attempted to follow up with your attorney and provided direct contact information to address any questions or concerns.

Based on the review of this information, CAB did not find **AT&T** in violation of the rules or regulations of the Public Utilities Commission. If you disagree with this result, you may either provide new evidence or appeal. Detailed instructions for sending new evidence or an appeal are attached. You must file within 15 days of this letter and include supporting documentation. Please provide any information you believe contradicts the utility's representations.

Sincerely,

Wanton Burks  
Consumer Affairs Branch  
1-800-649-7570

February 11, 2021

Ed Loccisano  
4724 Forman Ave  
Toluca Lake, CA 91602

Public Utilities Commission  
320 W. 4<sup>th</sup> Street, suite 520  
Los Angeles, CA 90013

## **REQUEST TO CONSIDER NEW EVIDENCE**

Re: Our informal complaint number: **522817**  
CAB Representative: **Wanton Burks**

New evidence:

In your response, you claimed that “However, the utility was unable to locate a Local Service Request in agreement with the new provider for the telephone numbers.”

1) I am including a “Change of Service Confirmation” email sent to my son, Louis Loccisano, on July 22, 2020, the day I made the request to transfer the numbers in question. Perhaps the reason this was difficult to locate is because I transferred the new phone numbers to my son’s existing Spectrum account on that day. His name is Louis Loccisano and his Spectrum Account 8448200188133994---this is the account the phone numbers would have been added to.

2) Consistent with the phone numbers being transferred from ATT to Spectrum, which I (along with my son Louis) initiated on July 22, 2020, you will notice that Spectrum’s subsequent bill for August 17, 2020 included the 2 phone numbers in question—(818)763-4010 and (818)769-3444. This also shows that Spectrum not only received our Local Service Request, but they acted upon it. Importantly, AT&T also charged us for this same time period. I am including the August 17,

2020 bills for both Spectrum and AT&T so you can see we were “double billed.” In fact, this “double billing” from both Spectrum and AT&T happened until January 2021 (just recently), when AT&T decided to disconnect our services, long after we requested this be done.

I would like the \$6,436.34 that AT&T claims we still owe them for this disputed time period expunged, as well as the \$341.87 that we paid for the August 17<sup>th</sup> bill returned to us.

Thank you,

Edmund Loccisano

Encl:

- 1) July 22, 2020 email showing proof of Local Service Request
- 2) August 17, 2020 bill from Spectrum; August 17, 2020 bill from ATT---showing we were billed twice for the same time period.
- 3) October 17, 2020 bill for both Spectrum and ATT; November 17, 2020 bill for both Spectrum and ATT---showing a continued pattern of double billing.

CC: Lawrence Ajalat (Ajalat & Ajalat, LLP), Attorney at Law  
e-mail: [Larry@AjalatLaw.com](mailto:Larry@AjalatLaw.com)



## PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520  
LOS ANGELES, CA 90013



March 11, 2021

**File No:522817**

Ed Loccisano  
4724 Forman Ave  
Toluca Lake CA 91602

Dear Mr. Loccisano,

The Consumer Affairs Branch (CAB) received your informal appeal of your case, **File No:522817**. Our letter closing your case informed you that for the Consumer Affairs Branch to consider an appeal you must show that CAB made one of three specific types of errors: CAB made a mistake in the facts in the case, CAB made a mistake in the laws in the case or that CAB made a mistake by not considering evidence that would have resulted in a favorable finding in your case. You were also required to show that correction of CAB's error would necessarily result in a favorable disposition of your complaint.

What you sent us did not fulfill these requirements. Your appeal is therefore denied.

However, the additional information provided was sent to AT&T to see if any movement towards a resolution could be reached. The utility responded; As previously stated, the port request was not completed by the third-party company. AT&T records reflect Mr. Loccisano was not billed for monthly traditional home phone service; however, he was billed \$6,415.90 for International long-distance calls and mobile termination fees prior to the telephone numbers being disconnected. On 02/23/2021, AT&T spoke with Mr. Loccisano and shared these findings. AT&T advised Mr. Loccisano the charges are valid, and no adjustment is warranted.

Please note that your informal complaint is closed, and CAB will no longer be involved with this matter. You have the option to pursue this matter further by seeking legal counsel and/or pursuing the matter in a court of competent jurisdiction as provided in Public Utility Code 2106. Since you have exhausted your informal appeals, you may wish to file a formal proceeding. As such, we are enclosing the instructions for filing a formal complaint, aka Expedited Complaint Procedure (see attached). If you decide to take the formal route, contact the Public Advisor's Office (see number in the following) for assistance and/or or filing it electronically at (<http://www.cpuc.ca.gov/efile/>) or by mailing the attached.

Public Advisor's Office  
505 Van Ness Ave  
San Francisco, CA 94102  
Telephone: (866) 849-8390 E-mail: [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)

On behalf of CAB, we appreciate being given the opportunity to help although we provided limited relief.

Respectfully,

Wanton Burks  
Consumer Affairs Branch

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**PUBLIC UTILITIES COMMISSION**

320 W. 4th STREET, SUITE 520  
LOS ANGELES, CA 90013



Rebekah Singleton, Supervisor  
1-800-649-7570